

# North Yorkshire County Council

## Executive

15 March 2022

### North Yorkshire Enhanced Partnership Plan and Scheme

#### Report of the Corporate Director – Business and Environmental Services

#### 1.0 Purpose of Report

- 1.1 To update the Executive on the North Yorkshire Enhanced Partnership Plan and Scheme and recommend to the Chief Executive Officer that he agree the 'making' of the plan and scheme under his delegated powers.

#### 2.0 Background

- 2.1 Under his delegated decision making powers in the Officers' Delegation Scheme in the Council's Constitution, the Chief Executive Officer has power, in cases of emergency, to take any decision which could be taken by the Council, the Executive or a committee. Following on from the expiry of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, which allowed for committee meetings to be held remotely, the County Council resolved at its meeting on 5 May 2021 that, for the present time, in light of the continuing Covid-19 pandemic circumstances, remote live-broadcast committee meetings should continue (as informal meetings of the Committee Members), with any formal decisions required being taken by the Chief Executive Officer under his emergency decision making powers and after consultation with other Officers and Members as appropriate and after taking into account any views of the relevant Committee Members. This approach will be reviewed again at the Council AGM on 18 May 2022.
- 2.2 At the 22 June 2021 meeting the Executive received a report on the National Bus Strategy, "Bus Back Better", setting out the requirements for Local Transport Authorities (LTAs):
- By the end of June 2021 all LTAs (except MCAs which have started the statutory process of franchising bus services) to commit to establishing Enhanced Partnerships across their entire areas under the Bus Services Act 2017.
  - From 1 July 2021, only LTAs and operators who meet the above will continue to receive the COVID-19 Bus Services Support Grant (CBSSG) or any new sources of bus funding from the Government's £3bn budget.
  - By the end of October 2021 all LTAs to publish a local Bus Service Improvement Plan, detailing how they propose to use their powers to improve services. Actual delivery of Enhanced Partnerships by April 2022. From that date, the new discretionary forms of bus funding from Government will only be available to services operated, or measures taken, under an Enhanced Partnership or where a franchising scheme has been made. In addition, only services operated under these statutory agreements will be eligible for the reformed Bus Service Operators Grant, which is subject to consultation.
- 2.3 At the same meeting the Chief Executive Officer, under his delegated powers, approved the County Council proceeding with establishing an Enhanced Partnership as the preferred option and agreed to the publication of a Notice of Intent to Prepare an Enhanced Partnership Plan and Scheme in line with the Transport Act 2000.

- 2.4 In line with the Transport Act 2000 on 29 June 2021, the council published its notice of intent to prepare an Enhanced Partnership Plan and Scheme(s). This notice was circulated to all qualifying operators.
- 2.5 On 12 October 2021 the Executive received an update on progress on the National Bus Strategy and the Chief Executive Officer under his delegated powers recommended publication of the North Yorkshire Bus Service Improvement Plan (BSIP) in line with the DfT deadlines above. In addition at the same meeting the Chief Executive Officer approved the publication of the BSIP, which in turn was published and submitted to the Department for Transport ahead of the 31 October 2021 deadline.
- 2.6 A funding ask of £115.8 million was submitted to the government along with the BSIP which detailed the finances required to deliver the BSIP in full:

	2022/23	2023/24	2024/25	2025 - 2030	Total
Bus priority infrastructure	£600,000	£9,200,000	£6,700,000	£6,300,000	£22,800,000
Other infrastructure	£4,593,717	£15,138,717	£19,711,667	£35,050,000	£74,494,100
Fares Support	£560,872	£662,605	£654,338	£1,600,000	£3,477,815
Bus Service Support	£6,642,811	£4,533,437	£2,329,001	£0	£13,505,248
Ticketing	£255,000	£20,000	£20,000	£60,000	£355,000
Marketing	£155,000	£70,150	£55,302	£276,666	£557,118
EP Delivery LTA Costs	£113,005	£89,824	£92,690	£396,085	£691,604
					<b>£115,880,885</b>

- 2.7 It should be noted that third party funding contributions are required to deliver some elements of the BSIP. It should also be noted there might be constraints on deliverability and scalability, dependent upon funding received.
- 2.8 Following the publication of the BSIP, work began on final documentation required for the establishment of the Enhanced Partnership, an Enhanced Partnership Plan and Scheme.

### 3.0 North Yorkshire Enhanced Partnership Plan and Scheme

- 3.1 As detailed in the National Bus Strategy, from April 2022 LTAs will need to have an Enhanced Partnership in place to access the new discretionary streams of bus funding. Only services operated or measures taken under an Enhanced Partnership will be eligible to receive the new funding streams.
- 3.2 An Enhanced Partnership (EP) is a statutory partnership between one or more LTAs and their local bus operators that sets out how they will work together to deliver BSIP outcomes in the defined geographical area(s) set out in the EP Plan. It is in two parts:
- An EP Plan - a clear vision of the improvements to bus services that the EP is aiming to deliver, mirroring the BSIP.
  - One or more EP schemes – an accompanying document that sets out the requirements that need to be met by local services that operate in the geographical area defined in the EP scheme, to achieve BSIP outcomes.
- 3.3 North Yorkshire EP Plan and Scheme are attached at Annex 1. In summary:
- The EP Plan details: Mirrors North Yorkshire BSIP as well as detailing duration (1 April 2022 to 31 March 2025), governance, variation mechanism etc.
  - The EP Scheme details: The County Council working with operators, contingent on being awarded BSIP funding, will provide funding for consultant led feasibility studies by no later than 31 May 2022 to start the process of creating an infrastructure plan for buses in North Yorkshire with a view to:

- increasing the use of local services serving the routes to which investment in facilities and the taking of measures relates or ending or reducing a decline in the use of such services; and
- improving the quality of local services serving the routes to which the measures relate.

3.4 The EP Scheme also contains a bespoke variation mechanism will be used to bring any future measures into the EP scheme, once the LTA BSIP funding allocations are announced by Department for Transport.

#### 4.0 Consultation

There is a statutory requirement for LTAs to consult with certain stakeholders prior to establishing an EP Plan as outlined in the Transport Act 2000. In summary:

##### 4.1 Operator Consultation

A 28 day consultation period commenced with all operators of qualifying local services on the 7 December 2021 and concluded on the 4 January 2022. This is in line with statutory requirements.

4.1.1 Under the consultation procedure operators are entitled to object to the making of the Plan and Scheme. Objections only preclude the continuation of the process if they exceed the thresholds below:

- Criteria 1: The combined registered distance of all the qualifying local services operated by objectors in the relevant EP area is at least 25% of the total registered distance of all local bus services operated by all the bus operators in that area and:
  - where there are four or more operators in the relevant EP plan or scheme area, at least three are objectors; or
  - where there are less than four operators in the relevant EP plan or scheme area, all are objectors.
- Criteria 2: At least 50% of the total number of operators of qualifying local services within the relevant plan or scheme area have objected and the combined registered distance of qualifying local services operated by the objectors in the relevant area is at least 4% of the registered distance of all local bus services operated by all the bus operators in that area.

4.1.2 One operator objection was received and, whilst this did not satisfy either of the criteria listed above, a number of minor amendments were made to the EP Plan and Scheme.

##### 4.2 Stakeholder Consultation

A 28 day stakeholder consultation commenced on 10 January 2022 and closed on 7 February 2022. The Transport Act 2000 outlines a number of organisations that must be consulted with:

- all operators of local services who would, in the opinion of the authority or authorities, be affected by them,
- such organisations appearing to the authority or authorities to be representative of users of local services as they think fit,
- any other relevant local authority\* any part of whose area would, in the opinion of the authority or authorities, be affected by them,
- a traffic commissioner,
- the chief officer of police for each police area covering the whole or part of the area to which the plan relates,
- the Passengers' Council,

- the Competition and Markets Authority, and
- such other persons as the authority or authorities think fit.

\* The following are relevant local authorities: local transport authorities, district councils in England, National Park authorities, the Broads Authority, London transport authorities, and councils in Scotland.

- 4.2.1 Whilst there is no statutory requirement to do so, officers took opportunity to undertake a full public consultation. The consultation was advertised on the County Council's website and promoted in the local press and on social media.
- 4.2.2 A total of 719 questionnaire responses were received (717 online and two postal), plus 10 Easy Read surveys, 11 letters from organisations and 49 pieces of correspondence from individuals. This means that a total of 789 responses were received overall from all sources.
- 4.2.3 The key findings from the questionnaire responses are:
  - Over half of respondents (57%) agreed with the vision and objectives set out in the Plan –comprising 46% who agreed and 11% who strongly agreed. Meanwhile 13% disagree overall (disagree and strongly disagree) with the Plan.
  - Zero emissions and decarbonisation measures have strong support.
  - The most important issue among respondents was passenger safety (56% rating this of most importance) followed by low flat fares (51%) and timetable changes (49%).
  - At the opposite end of the scale, the issues that were considered to be least important are marketing related – with 15% for the marketing strategy measure and 18% for the Covid recovery marketing measure.
- 4.2.4 Among open comments, there is considerable mention of support for bus improvements to bring about modal shift from car usage. There is also support for the roll out of the YorBus DRT service.
  - A key issue among open responses is ensuring that bus services serve rural communities, highlighted by approximately 15% of respondents commenting on the vision and objectives.
  - Affordability was also a key issue.
  - In terms of bus service attributes, a large number of comments called for more frequent bus services, and also for longer operating hours – such as later bus services.
- 4.2.5 A copy of the consultation document and responses received can be found at Annex 2.
- 4.3 A second 28 day operator consultation period commenced with all operators of qualifying local services commenced on 25 February 2022 and will conclude on 25 March 2022. As detailed in section 4.1.1 above under the consultation procedure operators are entitled to object to the making of the Plan and Scheme. Objections only preclude the continuation of the process if they exceed the thresholds outlined in section 4.1.1. The reason for the second operator objection period is that modifications have been made to the EP Plan and EP Scheme in light of responses received under the consultation processes.

## 5.0 Equalities

- 5.1 An Equalities Impact Assessment has been completed and this is attached at Annex 3. Progressing with the making of the Enhanced Partnership should have the potential for no adverse impact and could result in making things better for people with protected characteristics.

## **6.0 Finance**

- 6.1 Funding details are set out in section 2.6 above. It is important to note that:
- The value of funding the County Council is to receive is not known. As such it will not be possible to deliver all aspects of the Bus Service Improvement Plan should the funding received be less than the BSIP states is required for delivery.
  - Any conditions attached to the funding are not yet known, for example restrictions on in which financial year funding must be spent. As such project delivery might be impacted by such conditions.
  - Some projects require third party funding contributions in order to achieve delivery.
  - Some costs have been estimated, based on previous and / or similar work, and as such may be higher or lower when delivered. For example some infrastructure work requires detailed design work to be carried out before more accurate costs will be known.
  - Some projects may require additional approvals through the County Council's decision making process and others can be delivered as part of the County Council's business as usual work.
- 6.2 In addition, the County Council has received two tranches of DfT funding (£100,000 and £274,187) to support the development of the Enhanced Partnership Schemes and BSIP work, and to meet the timescales set out by Department for Transport.
- 6.3 The County Council is yet to receive notification from the Department for Transport on the amount of funding it is to receive for delivery of the North Yorkshire BSIP.

## **7.0 Legal**

- 7.1 There is a wide range of legislation relating to passenger transport and the Council has some statutory duties imposed as part of this legislation.
- 7.2 The Transport Act 2000 imposes a duty on LTAs to prepare and publish a local transport plan setting out their policies for the promotion of safe, integrated, efficient and economic transport facilities in their area, and to develop a bus strategy for carrying out their bus functions.
- 7.3 The Bus Services Act 2017, amending the Transport Act 2000, provides LTAs with the ability to determine and specify the bus services to be provided in an area via franchising, with bus operators bidding to provide the services (with the aim of allowing LAs to specify the services that passengers want and deliver via an integrated network of services with co-ordinated timetables, ticketing and branding). This Act also allows LTAs to introduce new Enhanced Partnerships.
- 7.4 The Transport Act 2000 outlines the requirements of an Enhanced Partnership Plan and Scheme and what is required of the LTA.
- 7.5 Once the objection process has been completed and if there are not sufficient operator objections to prevent the plan and scheme being made, or if the plan and scheme are being made without modifications, the County Council can then 'make' the plan and scheme ('make' being the legal term for finalising the content of both and then implementing the requirements of the scheme 'on the ground').

## 8.0 Climate Change

- 8.1 A Climate Change Impact Assessment has been completed and this is attached at Annex 3. Progressing with an Enhanced Partnership there are likely to be positive impacts on emissions from travel and noise pollution.
- 8.2 It is anticipated that there will be minimal, if any, impact on emissions from construction, emissions from running of buildings, waste, water consumption, resilience, conservation and distinctive features and special qualities of North Yorkshire's landscape.

## 9.0 Recommendation

- 9.1 Executive Members are asked to consider the contents of this report and recommend to the Chief Executive Officer that using his emergency delegated powers he:
- I. agrees the 'making' of the plan and scheme, following satisfactory completion of the second operator consultation period, and
  - II. delegates the submission of the Enhanced Partnership Plan and Scheme to Department for Transport following completion of the second operator consultation period to the Corporate Director Business and Environmental Services, following consultation with the Executive Member for Access.

Karl Battersby  
Corporate Director – Business and Environmental Services

Author of Report: Michael Leah, Assistant Director, Environment, Transport and Countryside Services

Background Documents:

[National Bus Strategy Report.pdf \(northyorks.gov.uk\)](#)

Bus Back Better: national bus strategy for England ([publishing.service.gov.uk](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/811212/national-bus-strategy-for-england.pdf))

Bus service improvement plans: guidance to local authorities and bus operators  
(publishing.service.gov.uk)

[publishing.service.gov.uk](https://publishing.service.gov.uk)  
The bus services act 2017: enhanced partnerships ([publishing.service.gov.uk](https://publishing.service.gov.uk))



**NORTH YORKSHIRE ENHANCED PARTNERSHIP PLAN**  
**THE NORTH YORKSHIRE ENHANCED PARTNERSHIP PLAN FOR BUSES IS MADE IN**  
**ACCORDANCE WITH SECTION 138G(1) OF THE TRANSPORT ACT 2000 BY:**  
**NORTH YORKSHIRE COUNTY COUNCIL**

## **1. INTRODUCTION**

North Yorkshire County Council (NYCC) welcomes the Government's National Bus Strategy and its aims to transform bus services across the country. In June 2021 North Yorkshire County Council's Executive approved a recommendation to create an Enhanced Partnership with local bus operators.

The first stage of the Enhanced Partnership process was to publish a Bus Service Improvement Plan (BSIP) by 31st October 2021.

The next stage of the process is to develop the Enhanced Partnership Plan and Scheme(s), this part of the process will draw heavily on the approved content published in the BSIP.

The BSIP outlines the County Council's vision for bus services in the North Yorkshire. The vision is as follows:

- An efficient and optimised bus network in North Yorkshire that:
  - meets the needs of our local communities
  - enables people to remain active and independent
  - provides excellent customer service
  - offers simple payment and ticketing options
- Customers will have bus services which encourage and enable sustainable, cleaner and healthier travel choices. We expect that this will result in fewer car journeys, thereby helping to lower emissions in North Yorkshire.
- Through our bus services, we will raise the profile of North Yorkshire as a place to live, visit, work and invest in.
- This Bus Service Improvement Plan (BSIP) will form part of the County Council's integrated decarbonisation strategy.

In addition to the vision, a series of objectives were also agreed as part of the BSIP, the agreed objectives are as follows:

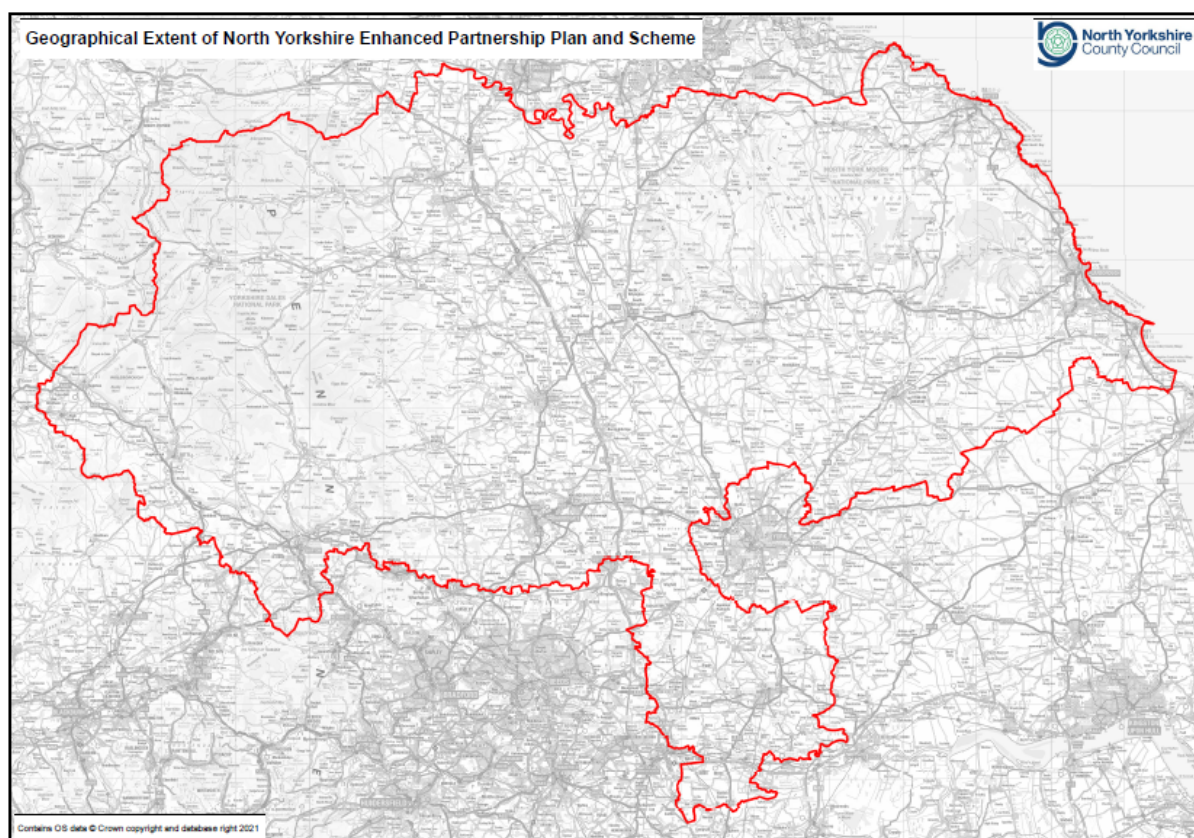
- 1) A high quality, coordinated and integrated bus network
- 2) Simpler payments and ticketing options
- 3) Simple, clear and freely available information
- 4) Excellent Customer Service

## **COMPETITION TEST**

North Yorkshire County Council has undertaken an assessment of the impacts of the EP Plan and Scheme [made on [date]] on competition and believes the interventions proposed at this stage will not or are unlikely to have a significantly adverse effect on competition, for the purposes of Part 1 of Schedule 10 of the Transport Act 2000 and accordingly, the Part 1 of Schedule 10 competition test is satisfied.

## **2. GEOGRAPHICAL AREA COVERED BY THE ENHANCED PARTNERSHIP**

The North Yorkshire Enhanced Partnership plan will cover the geographical extents of the administrative area of North Yorkshire (which excludes the City of York). The map below highlights the area the Enhanced Partnership will cover.



### 3. DURATION OF THE ENHANCED PARTNERSHIP PLAN

The North Yorkshire Enhanced Partnership plan will commence on 1<sup>st</sup> April 2022 for a period of 3 years until 31<sup>st</sup> March 2025.

### 4. ANALYSIS OF LOCAL BUS SERVICES

North Yorkshire has three distinct bus markets and commercial networks broadly aligning to the three largest towns and their respective districts; Harrogate, Scarborough and Selby. Each of these three commercial networks interface with neighbouring towns and cities outside of North Yorkshire.

North Yorkshire also has a strong seasonal tourism market with many bus operators providing additional services in the key tourism locations.

As a predominantly rural county, North Yorkshire does not suffer from widespread congestion. However, localised congestion occurs in Harrogate, Scarborough, Selby and Malton, as well as at many schools around start and finish times (where air quality can also be a concern). Seasonal tourist traffic can add pressures to the road network in the summer months, particularly in popular visitor destinations such as Scarborough and Whitby, the North York Moors and the Yorkshire Dales.

#### 4.1. KEY COMMERCIAL NETWORKS

The most frequent services in the county are found in Harrogate. These include

- Service group 1 between Knaresborough and Harrogate running every 7-8 minutes
- Harrogate town services branded as 'Harrogate Electrics', running up to every 15 minutes using zero emission buses
- The 'high profile' service 36, running at very high frequencies between Ripon, Harrogate and Leeds using high specification luxury double deck buses.

Scarborough also benefits from a number of frequent services including

- Service group 7 between Scarborough and Seamer, running every 15 minutes
- Service 12/13 between Scarborough and Bridlington, running every 20 minutes



Selby is linked to York by Service 415 running every 15 minutes under Arriva's Sapphire premium service brand.

#### **4.2. INTERURBAN AND REGIONAL SERVICES**

Regional connectivity is provided by a number of longer distance and interurban services that play a crucial role in linking networks together. These services also provide the potential for multi-modal journeys with links to rail stations. These include:

- Service X26/X27, running up to every 30 minutes between Catterick, Richmond and Darlington (Darlington Rail Station);
- Services X4 and X93/X94 between Whitby, Scarborough and Middlesbrough, running up to every 30 minutes and passes the rail stations in each of these three towns.

Coastliner service 843, is the longest bus route in North Yorkshire, running hourly between Leeds, Tadcaster, York, Malton and Scarborough. It provides important cross-boundary links using specially branded high specification double deck buses, making the route popular with tourists.

These interurban services, along with the local networks within Harrogate, Scarborough and Selby, form the backbone of the North Yorkshire bus network and account for the vast majority of journeys made. Pre-COVID, these services were all commercially operated and have benefited from operator investment in recent years, including new vehicles, improved payment facilities and ticketing options, marketing and branding initiatives and enhanced customer amenities such as free on-board Wi-Fi, USB charging and audio-visual stop announcements.

#### **4.3. AREAS WITH LIMITED BUS SERVICE PROVISION**

Outside of the three most populous districts of Harrogate, Scarborough and Selby and away from the key interurban corridors, bus service provision is much less extensive, with services generally operating no more than two-hourly and with very limited evening and weekend services. In the Craven district, the bus network is sparse outside of the main town of Skipton. Hambleton district has a very infrequent bus network, with almost all services operating with a frequency of less than 1 bus per hour during weekday daytime. Across the district, there are two bus routes with a slightly higher service frequency: Service 28A between Stokesley and Middlesbrough, operating hourly, and service 73, which provides an hourly connection between Bedale and Northallerton. Richmondshire district also has very limited bus coverage outside of the principal town of Richmond, with the most frequent services provided on service X26/X27 to Darlington. Service 34 runs two-hourly between the same two points, and calls at intermediate villages along the route. Ryedale district benefits by hourly, long distance services 128/X28 and Coastliner to the coast, but elsewhere in the district has infrequent bus services.

The geographical spread of Craven, Hambleton, Richmondshire and Ryedale presents challenges in operating a public transport network. Bus services in these districts are heavily dependent on NYCC funding to operate, and, with limited budgets available, services are generally specified to operate no more than two-hourly, with (in most cases) no evening or Sunday services. The need to contract services over such a large geographical area places a significant financial burden on the County Council. For example, in 2018/2019, the Supported Bus Services allocation in Richmondshire and Hambleton districts amounted to £847,787.33. Of the 215,799 passenger journeys made, only 38% were fare payers, with 62% made on an England National Concessionary Travel Scheme (ENCTS) card.

## 5. LOCAL TRANSPORT POLICY

North Yorkshires Enhanced Partnership Plan draws heavily on national and local policies and emerging economic and environmental priorities to set out a prospectus for growth and prosperity. The plan is set in the context of the National Bus Strategy to achieve the objectives for bus improvements that this contains and importantly builds on strong local transport planning and key themes set out by the Rural Commission in its Report 'Rural North Yorkshire: The way forward'.

It is recognised that the most recent Local Transport Plan for North Yorkshire was developed and published in 2015/16 and is due for a review. However, the passenger transport analysis carried out in support of the more recent local devolution bid and the rigorous work carried out by the Rural Commission provide valuable local evidence and enquiry to draw on for this EP Plan. One of the Rural Commissions key findings was what they described as the 'missing generation', this they calculated cost £1.5bn pa in reduced GVA for the area. This plan and the Bus Service Improvement Plan published in October 2021 look to start the process of recovering that lost generation, making North Yorkshire a more accessible place for young people to live, work and stay.

## 6. BSIP OBJECTIVES AND ENHANCED PARTNERSHIP APPROACH

As mentioned in the introduction a series of objectives were agreed in the BSIP. Table 1 below table outlines the objectives, and how the objectives and they will help fulfil the various measures proposed.

The first scheme the enhanced partnership will deliver focuses on carrying out feasibility studies to create a bus infrastructure plan. The scheme meets the objective '*A high quality coordinated and integrated bus network*'. As funding becomes available and subsequent schemes, they will be developed on the basis of achieving all the objectives listed below.

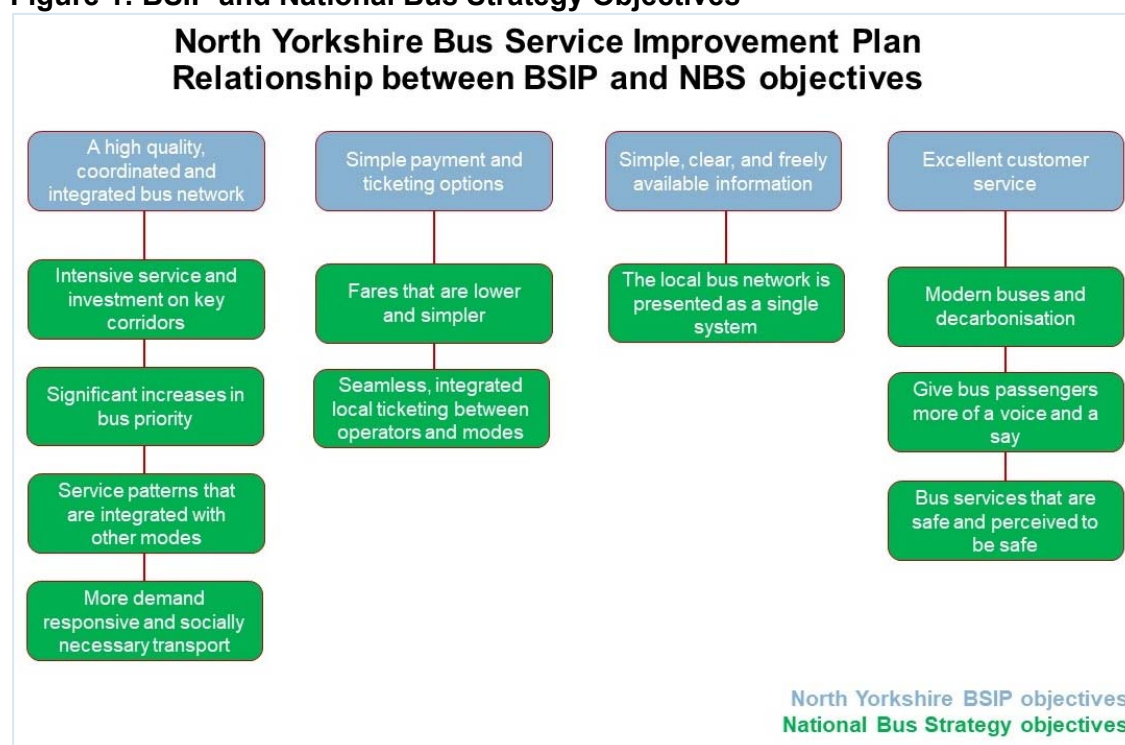
**Table 1: Objectives and Enhanced Partnership approach**

<b>BSIP Objectives</b>	<b>Enhanced Partnership Approach</b>
1. A high quality, coordinated and integrated bus network.	<ul style="list-style-type: none"> <li>• Carry out feasibility studies to identify areas of the highway network that could be delivered to improve the network for buses.</li> <li>• Continue work on the Harrogate Transport improvement programme and delivery of any measures identified through the work.</li> <li>• Expand roll out of DDRT services based on the current Yorbus Pilot.</li> <li>• Work with colleagues in highways, to establish a minimum set period of notice for non-emergency roadworks on bus routes.</li> </ul>
2. Simpler Payment and ticketing options	<ul style="list-style-type: none"> <li>• Implement a consist child qualifying age across all operators.</li> <li>• Continue to deliver low flat fares on DDRT services.</li> <li>• Work with operators to delivery day fare capping once back office function is available.</li> <li>• Work with operators to identify appropriate fare promotions.</li> <li>• Enable contactless payment on all services</li> <li>• Fund the delivery of Tap on tap off readers for approx. 200 vehicles.</li> </ul>
3. Simple, clear and freely available information	<ul style="list-style-type: none"> <li>• Develop a new coherent website covering all services and operators in North Yorkshire.</li> <li>• Set up and establish a marketing working group</li> </ul>

BSIP Objectives	Enhanced Partnership Approach
	<ul style="list-style-type: none"> <li>• Deliver short term Covid recovery promotions</li> <li>• Technology information upgrades through delivery of E-Inks at bus stops on key corridors.</li> <li>• Wider information upgrades at stops not identified for E-Inks.</li> </ul>
4. Excellent Customer Service	<ul style="list-style-type: none"> <li>• Feasibility study around passenger safety</li> <li>• Roll out of Zero emission buses across North Yorkshire.</li> <li>• Finalise passenger charter</li> </ul>

The below image as been taken from the BSIP and further outlines how the agreed objectives from the BSIP to be taken forward through this Enhanced Partnership align with the overarching objectives from the National Bus Strategy.

**Figure 1: BSIP and National Bus Strategy Objectives**



As funding availability allows, these objectives will be brought forward and implemented (either singly or in combination) as Schemes made under the Enhanced Partnership.

The Enhanced Partnership will always have at least one Scheme in operation throughout its duration. The initial Scheme is outlined in the Enhanced Partnership Scheme document; additional Schemes will be required to be made through variations to the EP Plan. In some cases, these Schemes will be corridor, route or area specific.

## 7. WORKING WITH NEIGHBOURING AUTHORITIES

North Yorkshire County Council has strong working relationships with neighbouring authorities including City of York, West Yorkshire Combined Authority and Tees Valley Combined Authority. Whilst there are some cross boundary services operating in North Yorkshire, these are limited. Steps will be taken to identify if any cross boundary services will be affected by the Scheme, if they are, contact will be made with the neighbouring authority and the relevant operator to manage implementing the scheme.

## 8. LOCAL BUS MARKET AND LIFE OF THE PLAN

Three key barriers to bus use have been identified in the BSIP:

- First mile, last mile connectivity
- Limited rural and evening services; and
- Parking

This section will also draw on the impacts of the Covid 19 Pandemic.

### 8.1. 'FIRST MILE, LAST MILE' CONNECTIVITY

The *Current Bus Network* section (page 6), describes some of the key regional and interurban bus services operating across North Yorkshire. These journeys can be over significant distances.

Some of these services, serving larger towns and villages, operate along A roads. As a result, accessing them from surrounding smaller villages and hamlets, e.g. settlements off the A61 between Ripon and Harrogate (service 36), the A64 between Malton and Scarborough (Coastliner), and the A171 between Scarborough and Whitby (service X93/X94), can often be a challenge, as connecting service times may not suit, or there may be no connecting service at all. The first or last leg of a journey can, therefore, present as a barrier to using bus services in North Yorkshire.

### 8.2. LIMITED RURAL SERVICES AND LIMITED EVENING SERVICES IN MORE URBAN AREAS

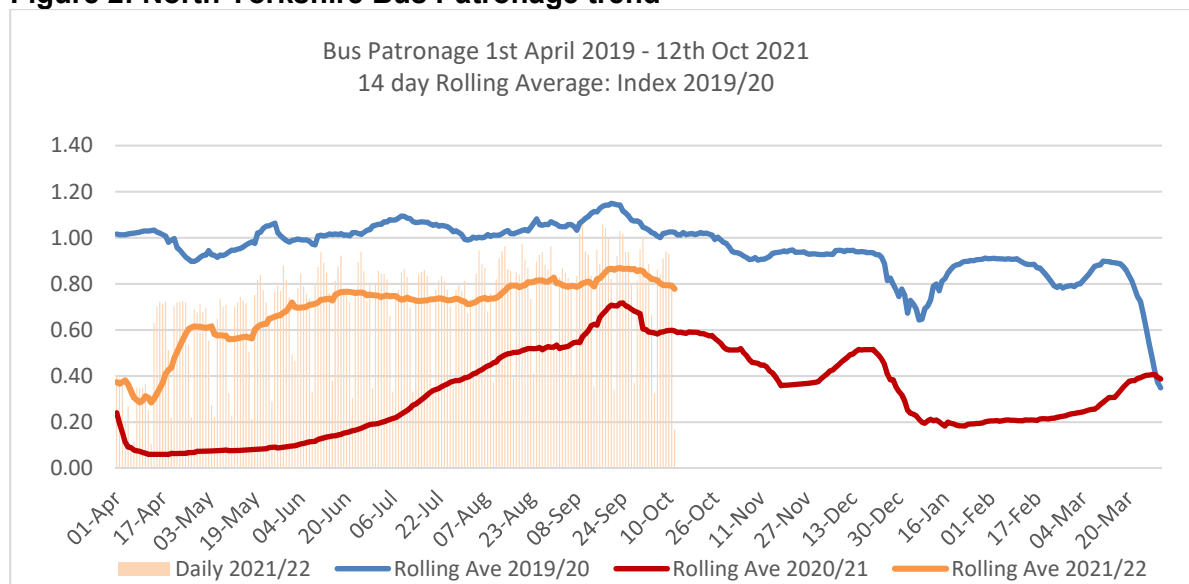
Commercially operated bus services are more limited in the more rural districts of Craven, Hambleton, Richmondshire and Ryedale. Where the limited commercial offering results in gaps in service that are deemed socially necessary, NYCC procures a service. Due to budget constraints, the council has determined not to financially support evening services or more than two hourly daytime frequencies. The larger towns, such as Harrogate, Scarborough and Selby, where many commercial services operate, have greater daytime frequencies, with limited or no evening services.

### 8.3. PARKING IN TOWN CENTRES

Management of parking in North Yorkshire is complex. Public car parks in North Yorkshire are owned and operated by the district councils, commercial providers and employers, who set parking rates and tariffs. On street-parking is often operated by NYCC. It is acknowledged that low cost or free parking can present a barrier to public transport use. This is a complex issue facing many local authorities across the country. Further work will be required around this issue as North Yorkshire completes Local Government Reorganisation, when public parking will become the responsibility of the new unitary authority.

### 8.4. COVID 19 IMPACTS

The impacts of the COVID-19 pandemic and associated lockdown restrictions have affected bus services in North Yorkshire. NYCC has been monitoring the impact on bus patronage, Figure 2 below shows current patronage relative to pre-Covid levels. The graph highlights patronage levels are recovering strongly with average patronage as at October 2021 at circa 80% of pre-Covid levels.

**Figure 2: North Yorkshire Bus Patronage trend**

Over the last 12 months, NYCC has been working with bus operators to better understand the challenges they foresee and identify any at-risk services. Approximately 20 services have been identified as at risk of reduction, curtailment or withdrawal should passenger numbers remain suppressed at the end of emergency temporary funding through the Coronavirus Bus Service Support Grant and subsequent recovery funding. Some of these services include those providing long distance and interurban links. This work has subsequently informed the development of the key commercial corridors which will be prioritised for intervention in order to recover and grow these at risk services

## 9. PASSENGERS EXPERIENCE OF BUS SERVICES IN NORTH YORKSHIRE

In developing the BSIP, North Yorkshire County Council carried out a level of stakeholder engagement to inform development of the BSIP, seeking the views of a number of organisations and individuals on their priority areas for intervention and desired outcomes. Stakeholders included:

- Bus and community transport operators
- Surrounding Local authorities
- North Yorkshire District councils
- North Yorkshire Parish Councils
- North Yorkshire Elected representatives
- NHS and Emergency services
- Business groups
- Voluntary sector organisations
- Bus user groups
- 

The council also engaged with the North Yorkshire County Councils Citizens' panel, a group of 2,000 residents who share views and ideas to understand local priorities.

The engagement exercise found that the top priorities for bus users in North Yorkshire (and their representatives) were:

- More frequent services (i.e. hourly or better)
- More evening and Sunday services
- Simpler ticketing e.g. contactless card payment, flat fare, capped day travel ticket price
- Good value adult fares
- Clean, safe, accessible buses and waiting facilities



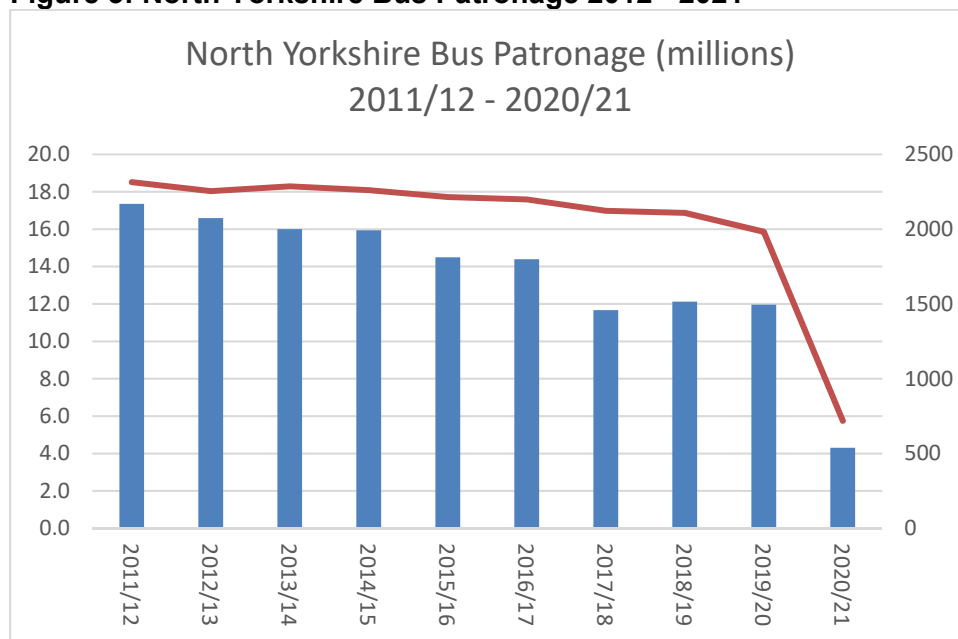
The engagement also highlighted the need for more widely available ticketing offers such as discounted travel for young people and group travel discount for two or more people travelling together; ticket acceptance by any operator on common routes; more availability of live bus information available on smart phone apps; faster and more punctual services; and more demand responsive services.

When asked about the factors that would influence the respondents to use bus services in North Yorkshire, or use them more often, better service reliability, better service frequency and more evening and Sunday services were the three most important factors cited. Live bus information available on a smart phones and Clean, safe, accessible buses were also cited as important factors. Having a reliable consistent service throughout the day was also considered more important than having high frequencies at busy times such as 3-4 buses per hour. Bus lanes in locations where traffic congestion occurs was seen by respondents as more attractive than reduced on-street parking or making town centre parking more expensive.

## 10. SUMMARY OF AVAILABLE DATA

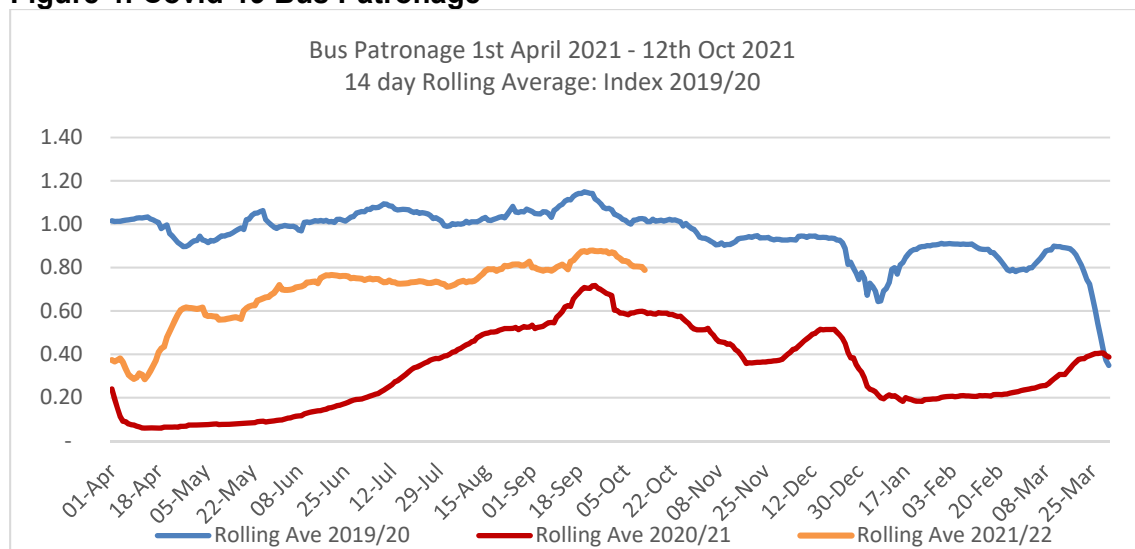
Data recorded nationally by Government and published on table Local Bus passenger tables BUS0109 shows patronage at local authority level over time. Figure 3 shows data for the last 10 years including the Covid affected 2020/21 year for North Yorkshire (left hand scale) and England excluding London (right hand scale).

**Figure 3: North Yorkshire Bus Patronage 2012 - 2021**



It shows a gradual decline in patronage before Covid, and a marked reduction during the lockdown periods.

Figure 4 shows the detail for North Yorkshire by month over the pandemic period. This shows that patronage is recovering and is approximately at 80% of pre-covid levels. The measures in this EP plan are designed to support this recovery and grow patronage levels further.

**Figure 4: Covid-19 Bus Patronage**

## 11. REQUIRED INTERVENTIONS TO BETTER BUS SERVICES IN NORTH YORKSHIRE

A series of targets were included in the NYCC BSIP. The targets were agreed with operators and are based on receiving the full BSIP funding ask. The targets can be viewed in tables 2 – 6 below.

**Table 2: Customer Satisfaction Targets**

Financial Year	Overall customer satisfaction with:			
	Local bus services	Public transport information	Bus Fares	Quality of bus stops
2018/19 Baseline	57%	42%	51%	63%
2025	65%	70%	60%	75%
2030	80%	85%	75%	85%

**Table 3: Passenger Growth Targets**

Year	% Growth from baseline			
	County wide	Harrogate	Scarborough	Selby
Baseline (April 2018 – March 2019)	12,100,000	3,813,340	2,710,816	934,580
Current (August 2020 – July 2021)	6,400,000	1,267,158	1,294,179*	420,034
Patronage to return to pre-COVID levels April 2022 – March 2023	12,100,000	3,813,340	2,710,816	934,580
2025 (3%)	13,221,997	3,927,740	2,792,140	1,214,954
2030 (1.5%)	14,302,713	3,986,656	2,834,022	1,397,197

\*Figure August 2020 – May 2021

**Table 4: Punctuality Improvement Targets**

% of buses on time			
Financial Year	Harrogate	Scarborough	Selby
2018/19 Baseline	78%	84%	77%
2025	87%	91%	85%
2030	90%	96%	95%

**Table 5: Reliability Targets**

Financial Year	County Wide Reliability
2018/19 Baseline	>99.5%
2025	>99.5%
2030	>99.5%

**Table 6: Fleet Emission Targets**

Financial Year	% Fleet operated in North Yorkshire by vehicles of at least				
	Lower than IV standard	Euro IV standard	Euro V standard	Euro VI standard or better	Zero Emissions
2021	12%	0%	32%	52 %	4%
2025	0%	0%	15%	60%	25%
2030	0%	0%	0%	40%	60%

In addition, regular customer surveys will be carried out with members of the public, this will help inform how well measures implemented under any scheme are working and how they are been received by members of the public and those who use public transport. As outlined as part of the BSIP, annual reviews and regular target monitoring will be carried out and published on the county council website.

The targets identified will be monitored regularly and used to measure progress towards achieving the BSIP aims and objectives.

In order to achieve the agreed targets, the BSIP identified a series of deliverable measures. The measures identified within the BSIP to help achieve the targets are listed below in table 7.

**Table 7: Bus Service Improvement Plan Interventions**

Intervention Category	Intervention	Description
Bus Priority Infrastructure	Harrogate transport improvement plan	Supporting feasibility work along the A61 corridor in Harrogate.
	Place based feasibility studies	Replicate process used for feasibility work in Harrogate for other towns in North Yorkshire.
Other Infrastructure	Bus stop & technology upgrades	Focus on delivery infrastructure upgrades along agreed key corridors along with delivery of E-ink bus stop signs
	Demand Responsive Transport (DRT) roll out	Deliver phase 1 of wider DRT roll out following successful pilot.
	Next stop audio / visual announcements.	Retrofit older vehicles with audio/visuals announcements, ensure new vehicles have the technology as standard.
Fares Support	Under 19 child fares	Consistent qualifying child age across all operators in North Yorkshire offering 50% off fares.
	Targeted promotional fares	Funding to enable the offer of promotional fares such as £1 evening fares, seasonal or Sunday promotions.
	Low flat fares	Continue to deliver low flat fares on Demand Responsive Transport YorBus services.
	Job seeker 50% fares	50% fare for job seekers and apprentices on single and return fares.
	Day Fare Capping	Operators have committed to provide a daily fare cap once the technology and back office

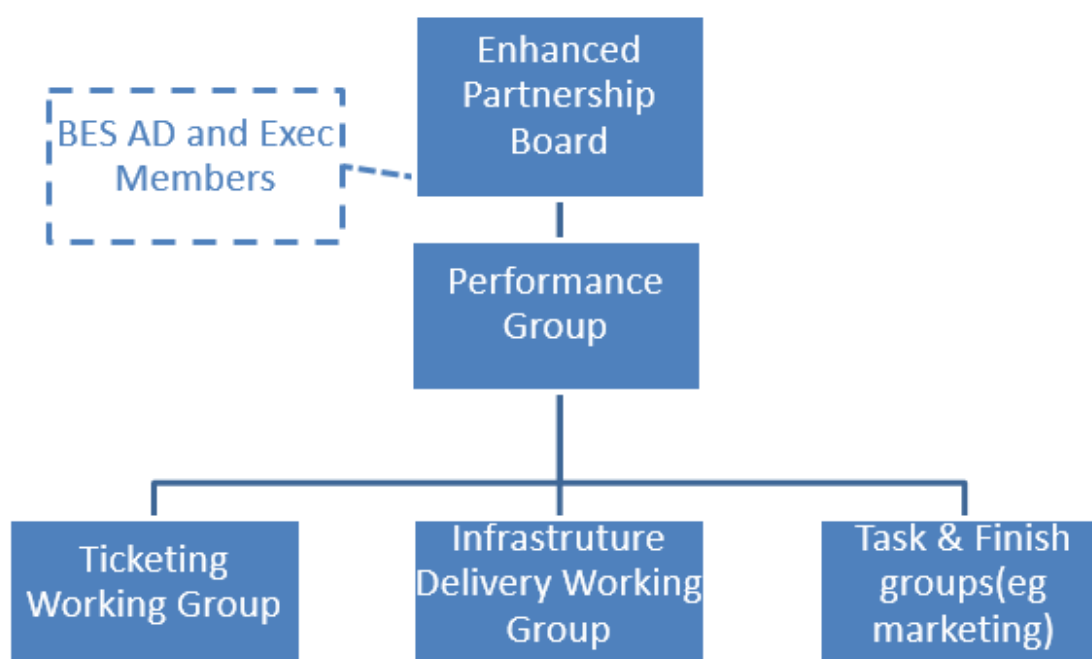
Intervention Category	Intervention	Description
		function support is available. We will work with our operators on how we can deliver this sustainably.
Ticketing Reform	Tap on Tap off readers	Delivery of funding for circa 200 vehicles for tap on tap off readers.
	Contactless ticketing	Enable payment by contactless on all services.
	Localised ticketing company	Set up a localised ticketing company
	Mandate operators on common sections of route	Mandate operators on common sections of route to accept all operators' valid return and day tickets
Bus Service Support	Recovery Support	Funding to support commercial bus services impacted by the Covid-19 pandemic.
	Pump-Prime additional services	Pump-prime funding available to operators to delivery additional daytime, evening and weekend service.
	Pump Prime new services	Pump-prime funding available to operators to deliver new services identified in response to changing travel markets.
Marketing	Covid recovery marketing	Short term marketing to support bus passenger recovery
	On-going marketing and Customer survey support	On-going marketing likely to cover specific promotions on the network available for operators for help with promotions. Funding to support passenger surveys across bus network in north Yorkshire.
	Website development	Development of a specific website for North Yorkshire covering fares, timetables etc.
	Marketing Strategy	In partnership with our key operators, develop a marketing strategy covering the whole of North Yorkshire.
	Updating and maintaining publicity	Develop a standard approach for producing, updating and maintaining publicity. This will include design standards and clarity on responsibilities for both operators and NYCC.
Zero Emissions and Decarbonisation	Zero Emission buses	Rolling programme identified to deliver zero emission buses working with the operators in the selected areas.
	Fleet decarbonisation	Support bus operators in identifying further opportunities for funding and accelerated fleet decarbonisation, including exploring alternative fleet procurement and ownership models.
	Cross boundary decarbonisation	We will work with our neighbouring authorities in City of York and Tees Valley to achieve zero emission operation on cross-boundary services.
	In-house fleet decarbonisation	Commit to decarbonisation of the County Council's own in-house fleet of community and demand responsive transport minibuses (as and when suitable models and funding opportunities become available) that support this segment of the public service vehicle market.
Other Measures	Timetable changes	Reduce service disruption for any passengers by making timetable changes only where necessary and no more than once a year. In areas where services rely heavily on season

Intervention Category	Intervention	Description
		demand, operators will coordinate any seasonal changes.
	Quality Standards	Deliver an agreed set of quality standards covering vehicle standards, complaints process and driver training that are easy to understand and widely promoted.
	Passenger Charter	Deliver a fully developed North Yorkshire Bus Passenger's Charter.
	Passenger Safety	Complete a study to understand the key issues around passenger safety in both urban and rural areas.
	Parking Policies	Review once Local Government Reorganisation happens and parking becomes full responsibility of the council
	Park & Ride	Consider park and ride sits that can be sited alongside existing commercial bus routes.

## 12. ENHANCED PARTNERSHIP REVIEW

As part of the Enhanced Partnership a governance procedure has been agreed as set out below, the structure can be seen below in figure 3 and includes a number of tiers.

**Figure 3 - Enhanced Partnership Governance Structure**



The Enhanced Partnership will be governed by two main bodies:

- Enhanced Partnership Board (**EPB**) –Main board where updates, recommendations and decisions regarding the scheme will be discussed.
- Performance Group (**PG**)– advisory group comprising stakeholders within local transport together with representatives of Operators and the County Council where project and performance against timescales and targets will be monitored. Suggestions for further initiatives to be incorporated in any Schemes in place or proposed will be taken by the County Council to the EPB.



Whilst the EPB will be responsible for making day to day decision on the EP scheme, more significant decisions will need to be taken through the County Councils democratic processes.

### **Role of the Enhanced Partnership Board**

The purpose of the EPB is to review and monitor the progress of the overall delivery of the Enhanced Partnership Plan and Scheme(s) and to oversee the development of variations to existing Schemes and the development of further Schemes to operate in conjunction with the EP Plan. The EPB will be responsible for putting forward any recommendations to the County Council, where decisions will be made in line with existing democratic processes.

- Within defined authority, take decision as part of the EP
- Review and monitor programme budget and spending
- Monitor programme progress
- Initiate reviews of the EP Plan and any EP Schemes in operation
- Consider data and other information presented to the EPB by the County Council and Operators relating to the operation of the EP Plan and EP Scheme(s)
- Take decisions on the day to day running of the scheme. Make recommendations to the county councils democratic process for approval.

The EPB shall be entitled to keep under review these terms of reference and further develop them being responsible for all decisions relating to administration of the affairs of the EPB including frequency of meeting, requests for the attendance at meetings of the EPB by individuals and representatives of organisations that are capable of contributing to the work of the EPB and the manner in which and methods by which reporting of the affairs of the EPB are made to all Operators. Any variations to the terms of reference established between the County Council and the EP Board shall not constitute a modification to the EP Plan required to be implemented under the statutory procedures within the Transport Act 2000 (as amended).

### **Enhanced Partnership Board Membership**

The EPB will be made up of:

- NYCC Executive member for access (including public transport)
- **(Chair)** Business and Environmental Services Corporate Director
- Assistant Director Travel and Environment
- Integrated Passenger Transport Development Officer
- NYCC Finance
- NYCC Specialist and Technical advice invited as required (e.g. IPT CSSD Manager, Policy, Legal, Procurement, T&C)
- Bus operator representatives (exact representation to be determined)
- York North Yorkshire Local Enterprise Partnership
- Local area bus user representative (Transport Focus)

The EPB may seek to invite other bodies or agencies to join the Group or specific meetings.

### **Operator participation**

An invitation to participate in the EP governance will be sent to all operators of Local Qualifying Bus Services (as defined in the first Enhanced Partnership Plan which has effect across the entire county) in North Yorkshire. Operators will be invited to self-nominate if they wish to participate in the governance. For this purpose and for the purpose of any vote that may be required in order to determine those operators who are to participate on the EP Board connected operators are to be recognised taking account of paragraph 11(6) of The Enhanced Partnership Plans and Schemes (Objections) Regulations SI 2018/404 and regarded as a single operator when and for so long as any of the conditions in that paragraph are satisfied. Operators will be made aware that they will be representing all operators and decisions made must be reflective of all operators affected by the first Enhanced Partnership Scheme and any further Enhanced Partnership Schemes implemented within North Yorkshire. In a situation where more than 3 operators have self-nominated, a vote amongst the operators entitled to participate in the EP Board will be taken

to determine the chosen representatives. Representatives will be reselected every three years, unless there is a need to reselect a representative in the interim.

Where appropriate, if a variation or scheme under consideration is identified to have a likely significant effect on an individual operator, they will be invited to attend the meeting, however concerns and representation must still be made by the elected representatives.

### **Meetings**

- The EPB will meet quarterly in the first year with an annual review to determine frequency going forward, it is anticipated these meetings will be held in person at County Hall or alternative council locations, however there is the potential to use Microsoft teams depending on group preference and social distancing / Covid procedures.
- NYCC will provide secretariat support for the group.
- EPB members may be contacted between meetings for advice or specific information should the need arise.

The EPB will observe the need for confidentiality; any information provided by local bus service operators relating to patronage and/or fare income on individual bus routes will be considered commercially confidential and will only be discussed by the EPB on this basis.

Where any other matter should remain confidential and not for discussion outside the EPB, the member raising the matter has the responsibility to make this clear in advance or at the time of discussion. It is the responsibility of the EPB members to ensure appropriate steps are taken to maintain the confidentiality of the matter.

When sharing documents, EPB members should make it clear if there is a restriction as to:

- Circulation of the documents beyond the EPB
- Copyright / use of the contents

### **Delegating tasks**

The performance group will be responsible for closely monitoring the programme using a RAG system which will be reviewed and updated at each meeting.

Three smaller working groups have been identified (ticketing, Infrastructure / delivery and task and finish) which will meet regularly and be responsible for the day to day running of specific elements of the project.

### **Review by the Enhanced Partnership Board**

The EPB will review the relevance and value of its work on an annual basis.

### **Role of the Performance Group (“the Group”)**

The purpose of the Group is to review and monitor the progress of specific elements of the partnership as identified by the EPB and notified to the Group. A programme of work will be agreed with the EPB including the development and implementation of a monitoring process relating to progression of the EP Plan and operation of any EP Scheme with a RAG system used to monitor progress. The Group will take a more detailed look into aspects of the partnership that are not delivering against the EP Plan and in particular shall:

- Monitor EP Plan progress
- Review programmes of work in detail
- Review and monitor overall programme budget and spending
- Escalate unresolvable issues to the EP Board
- Monitor the agreed Performance Management Framework

### **Performance Group Membership**

- **(Chair)** Assistant Director Travel and Environment
- IPT Transport Development Officer
- NYCC Specialist and Technical advice invited as required (e.g. IPT CSSD Manager, Policy, Legal, Procurement, T&C)
- Operators (being representatives of operators who have expressed interest in participating in the Group (and who may be representative of operators who are not represented on the EPB) as nominated by the EPB from time to time))
- City of York
- Network Strategy colleagues
- District councils
- A local area bus user representative [nominated by the EPB from time to time]

### **Power to make recommendations**

The Performance Group has no formal decision making powers, however, can make recommendations to the EPB.

### **Meetings**

- The Group will meet quarterly, it anticipated these meetings will be held in person at County Hall or alternative council locations, however there is the potential to use Microsoft teams depending on group preference and social distancing / Covid procedures.
- NYCC will provide secretariat support for the Group.
- The Group will observe the need for confidentiality; any information provided by local bus service operators relating to patronage and/or fare income on individual bus routes will be considered commercially confidential and will only be discussed by the Group on this basis.

Where any other matter should remain confidential and not for discussion outside of the Group the member raising the matter has the responsibility to make this clear in advance or at the time of discussion. It is the responsibility of the EPB or Performance Group members as the case may be to ensure appropriate steps are taken to maintain the confidentiality of the matter.

All meeting of the EPB and the Performance Group shall be held in private.

At the commencement of each meeting the Chair shall remind all participating in the meeting that in conducting the affairs of the EPB and the Performance Group as the case may be and in taking any actions arising from the meeting of the EPB or the Performance Group each participant has responsibilities under competition law and must observe these. Group members may be contacted between meetings for advice or specific information should the need arise.

### **Review by the Group**

The group will review the relevance and value of its work on an annual basis.

### **Role of the working groups**

Three smaller working groups have been identified as part of the governance structure. The working groups will be responsible for specific pieces of work and will be involved in the day to day delivery of the identified piece of work.

### **Membership**

Identified membership for the three working groups:

<b><u>Ticketing</u></b>	<b><u>Infrastructure / Delivery</u></b>	<b><u>Task &amp; Finish</u></b>
Operators	NYCC Operational staff	IPT Transport Development Officer
IPT development officer	Area Office	Attendees dependent on task
NYCC Specialist and Technical advice invited as required	Transport Planning	
	Transport Engineering	
	IPT Transport Development Officer	
	NYCC Specialist and Technical advice invited as required (e.g. Policy, Legal, Procurement, T&C)	

### **Decision making**

The group will also have no formal decision making powers, normal day to day decisions will be made by the group but any significant decisions will need to be presented to the performance / steering group.

### **Meetings**

The groups will meet as and when and will agree a meeting frequency between the members of the group. In the height of delivery it is anticipated these groups will meet on a regular basis.

At the first meeting of the group a chair and minute taker will be nominated. It is anticipated the IPT development officer will be responsible for circulating the minutes, agenda and scheduling the meetings.

## **13. VARIATIONS TO THE PLAN AND SCHEMES**

All parties to the Enhanced Partnership shall be entitled at any time to propose initiatives ("proposals") that are calculated to contribute to improvements in the quality and standards and effectiveness of local bus services within the Scheme area. Initiatives may lead to a variation to an existing Enhanced Partnership Scheme variation or to the making of a further Enhanced Partnership Scheme.

Where NYCC wishes to make a Proposal to the EPB it shall provide details of the Proposal and confirm that it consider that it is in a position to make the variation following discussion and more detailed development of the Proposal by or on behalf of the EPB.

Where any other participant within the Enhanced Partnership wishes to bring forward Proposals in the same manner as NYCC is entitled to the Proposal should be delivered to the Chair of the EPB with a copy to NYCC. The proposer of a should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies of NYCC.

On receipt of its copy of the Proposal NYCC shall prepare and provide to the EPB a brief summary document setting out NYCC's opinion concerning the feasibility of the Proposal should it be implemented. The summary document may refer to matters such as:

- the availability or non-availability of funding to support implementation of the proposal including the NYCC's ability to provide for any future expenditure that the Council would be required to incur;
- the compatibility of the proposal with policies that NYCC has committed to follow including in particular policies supporting the NYCC's equalities duties;
- should the proposal be implemented NYCC would in consequence not be in breach of any contracts or other legally binding obligations that it is subject to;
- the proposal requires the co-operation of third parties such as a District Council
- any governance related considerations that NYCC requires to take into account.

For avoidance of doubt the existence of matters raised by NYCC need not be taken as reason for the EPB to decline to deal with the proposal and NYCC shall indicate in the summary document or in any other manner at a subsequent date the extent to which it supports the proposal and is willing and able to work with the EPB in order to progress the proposal on a basis that is not anticipated to lead to the Council exercising its veto.

Unless any proposed variation to an EP Scheme can be appropriately accommodated under a bespoke variation procedure as described below, all EP Plan variations shall be made in accordance with the procedures provided for under s.138L and s.138M of the 2000 Act.

Enhanced Partnership Scheme variations will be subject to a bespoke variation mechanism as provided for by s. 138E of the 2000 Act where the variation is agreed by NYCC and the relevant conditions referred to in the relevant Scheme are satisfied.

#### **14. ENHANCED PARTNERSHIP PLAN REVIEW, REVOCATION OR OTHER VARIATIONS**

The Enhanced Partnership Board will review the governance arrangements of the Enhanced Partnership following the first 12 months of operation, and may suggest variations for adoption within the Enhanced Partnership Plan.

A summary of monitoring measures for all elements of the Enhanced Partnership Scheme will be reported by the Group at the end of each financial year. If the EPB considers that any elements of any Enhanced Partnership Scheme are not meeting the defined outcomes of the relevant Enhanced Partnership Scheme, recommendations will be made by the Group to the Enhanced Partnership Board for action to address them. The Enhanced Partnership Board must consider these and make recommendations as appropriate to NYCC.



**North Yorkshire County Council Enhanced  
Partnership Scheme for  
Local Bus services in the County**

**Supporting the development of bus services in  
the County of North Yorkshire**

## Organisation Making the Enhanced Partnership Scheme for North Yorkshire

**THE NORTH YORKSHIRE ENHANCED PARTNERSHIP SCHEME FOR BUSES IS  
MADE IN ACCORDANCE WITH SECTION 138R(1) OF THE TRANSPORT ACT 2000 (as  
amended)BY:**

**North Yorkshire County Council having its principal administration offices at County  
Hall, Racecourse Lane, Northallerton DL7 8AD.**

### 1. DEFINITIONS USED IN THE DOCUMENT

NB: Not all definitions are currently used but are incorporated to recognise the intention to further develop the Scheme by way of variation and/or cause further Schemes to be made at future dates with consistent terminology.

**Authority** – means North Yorkshire County Council

**EP Board** – means the Enhanced Partnership Board established in the manner provided for and with the remit referred to in the Enhanced Partnership Plan.

**EP Plan** – means the statutory plan made by North Yorkshire County Council on the same date as this Scheme pursuant to the provisions of section 138A of the Transport Act 2000 (as amended).

**EP Scheme Area** – means the area to which this EP Scheme document applies, namely the administrative County of North Yorkshire.

**Excluded Services** – means any service that is a Local Service or within a class of Local Services set out in Appendix 1 to this EP Scheme.

**Facilities** – means the physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. These are specified as such for the purpose of section 138D(1) of the Transport Act 2000.

**Highway Works Permit** – is a permit issued by local highway Authority to any organisation that wishes to undertake street works promoted by a public utility company or highway works promoted by the Local Highway Authority, with the aim of managing all works on the public highway. Local Authority have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

**North Yorkshire Enhanced Partnership Plan** – means the document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made and which was made by the Authority on the same date as but prior to the making of this Scheme.

**Measures** – means improvements with the aim of:

- Increasing the use of local bus service serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus service.
- These are specified as such for the purpose of section 138D (2) of the Transport Act 2000.

**Local Authority** – as prescribed under section 23 of the Local Government Act 2003.

**Local Highway Authority** – for the purpose of this Scheme the Authority.

**Local Qualifying Bus Services** – means those Registered Local Bus Services operating within the EP Scheme area that must meet the requirements and obligations set out in this EP Scheme document with the exception of Excluded Services.

**Registered Local Bus Service** – has the meaning set out in Section 2 of the Transport Act 1985.

**Standards of Service** – means the requirements that are to be complied with in relation to Local Qualifying Bus Services as set out at Section 4.

**TRO** – means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

## **2. INTRODUCTION**

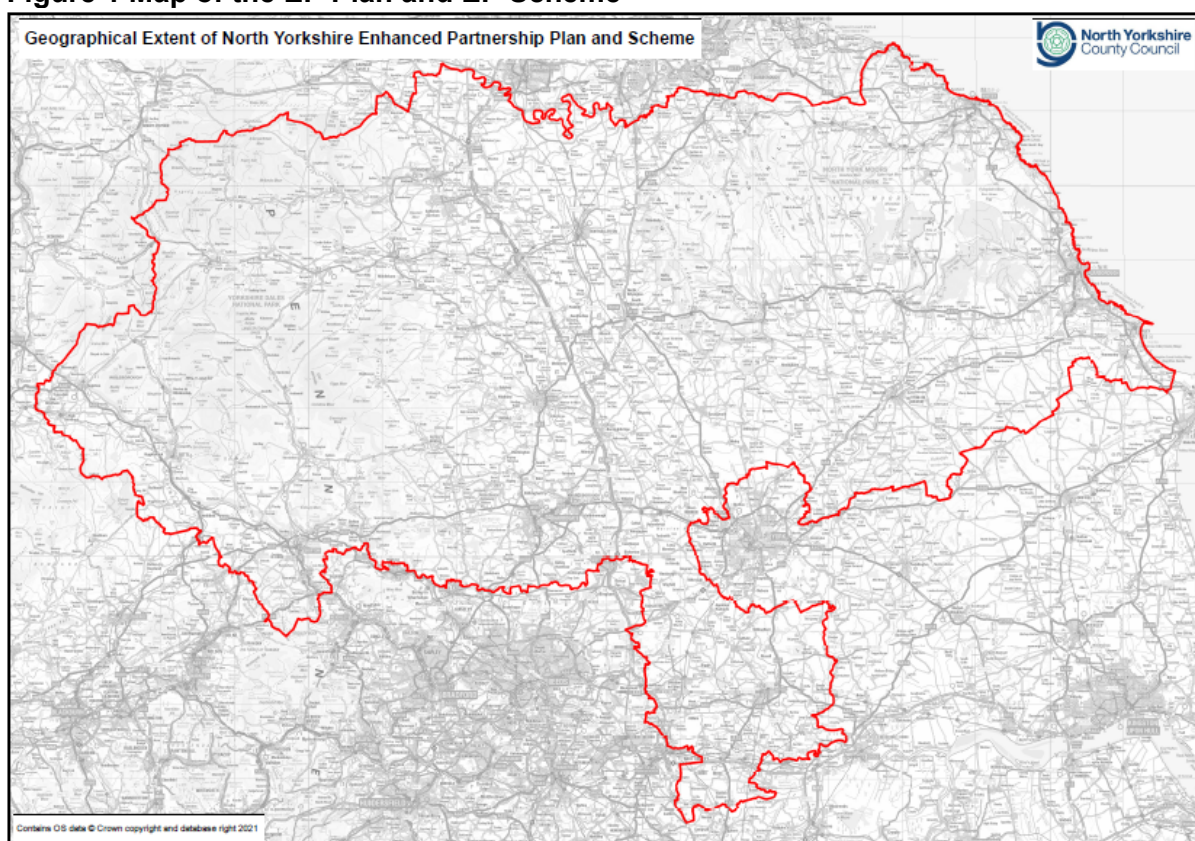
- 2.1. This document fulfils the statutory requirements set out by in the Transport Act 2000 as amended by the Bus Services Act 2017 (“the Act”) when the Authority wishes to exercise its power to make an Enhanced Partnership Scheme. In accordance with statutory requirements in section 138 of the Act, this EP Scheme document sets out:
- the geographic area covered by the Scheme;
  - when the Scheme is to commence and for how long it will be in place;
  - the overall interventions to be made by the Authority under the Scheme – these comprise Facilities and Measures;
  - requirements in the form of Standards of Services that services including vehicles operated to provide the services falling within the scope of what are described as Local Qualifying Bus Services must be in compliance with; and
  - arrangements for the review and possible variation or revocation of the Scheme and its operation.
- 2.2. Certain types of public services (listed in paragraph 3.4) are exempt from the Standards of Services.
- 2.3. The EP Scheme is dependent upon their being in place an Enhanced Partnership Plan made by the Authority. The North Yorkshire Enhanced Partnership Plan was made by the Authority on the same date as this Scheme has been made.
- 2.4. The EP Scheme has been developed following various consultations provided for by the Act and various further consultations and discussions (particularly with neighbouring Authorities with transport functions and district and municipal Councils within the EP Plan Area. The Scheme has been prepared in conjunction with bus operators that provide Local Qualifying Bus Services in the EP Scheme Area. The EP Scheme aims to support improvements within the EP Area. It sets out obligations and requirements on both the Authority and operators in order to achieve the intended improvements, with the aim of passengers benefitting from attractive and convenient bus services.
- 2.5. The EP Scheme aims to contribute towards meeting the following objectives:
- A high quality, co-ordinated and integrated bus network;
  - Simpler payment and ticketing options;
  - Simple, clear and freely available information;
  - Excellent Customer Service.
- 2.6. A number of objectives may only be achieved with investment the funding of which will in turn be dependent upon levels of grant funding provided by the Department from Transport and from other sources.

## **3. SCOPE OF THE EP SCHEME**

- 3.1. The EP Scheme will support the improvement of Local Qualifying Bus Services operating in the EP Plan Area.
- 3.2. The EP Scheme does not include the areas of York City Council which is a promoter of its own EP Plan and EP Scheme. However the Authority is committed, in accordance with its duty under s138A(13) of the Act to co-operate with adjoining local transport authorities (including York) with a view to securing benefits for passengers travelling cross boundary.

- 3.3. The EP Scheme Commencement Date shall be 1<sup>st</sup> April 2022, The EP Scheme will have no specific end date but will be subject to a review by the Authority in conjunction with the EP Board at least annually (Section 5) and may in any event cease to apply if revoked or in the event that the the EP Plan expires.
- 3.4. This Scheme applies to Registered Local Bus Services with one or more stopping places within the EP with the exception of the following:
- registered local services that are excursions or tours;
  - services operated under section 22 of the Transport Act 1985 (community bus services);
  - services that have 10% or less of their overall distance registered as local bus services;
  - services operated by vehicles that by law do not permit standing;
  - services operating under contract to any local transport authority outside of the EP Plan Area;
  - services operated under the Authority's Demand Responsive Service schemes.

**Figure 1 Map of the EP Plan and EP Scheme**



#### **4. REQUIREMENTS TO BE FULFILLED BY THE AUTHORITY**

##### **Facilities**

- 4.1 Commitments by the County Council to provide new and improved existing Facilities are dependent upon funding that will include funding from national transport funding initiatives. This Scheme document will be varied and if relevant new Scheme documents adopted to implement Facilities that are intended to contribute to meeting the objectives of the EP Plan for North Yorkshire.



### **Provision of Measures**

- 4.2 Commitments by the County Council to implement Measures are dependent upon funding that may include funding from national transport funding initiatives. This Scheme document will be varied and if relevant new Scheme documents adopted to implement Measures that are intended to contribute to meeting the objectives of the EP Plan for North Yorkshire.
- 4.3 The initial Measure adopted under this Scheme are as follows:
- 4.3.1 The County Council will provide funding for consultant led feasibility studies working with operators through the EP Board [by no later than [ 31 May ] 2022 to start the process of creating an infrastructure plan for buses in North Yorkshire with a view to:
- increasing the use of local services serving the routes to which this Measures relates or ending or reducing a decline in the use of such services; and
  - improving the quality of local services serving the routes to which the measures relate.

## **5.0 REQUIREMENTS IN RESPECT OF LOCAL QUALIFYING BUS SERVICES**

### **Vehicle standards**

- 5.1 To be determined and implemented through variations to this Scheme and/or implementation of further corridor specific Schemes.

## **6.0 EP SCHEME MANAGEMENT AND GOVERNANCE**

- 6.1 The EP Scheme has been made by the Authority having been developed in conjunction with stakeholders (in particular operators of local bus services operating within the County).
- 6.2 Going forward, the EP Board established under the North Yorkshire County Council Enhanced Partnership Plan will be responsible for oversight of the Scheme including considering future variations, in accordance with the processes detailed in section 13 of the EP Plan.

## **7.0 VARIATIONS TO THE EP SCHEME (INCLUDING BESPOKE VOTING PROCEDURE)**

- 7.1 Variations to the Scheme shall be brought into effect through the formal making of a variation to the Scheme by the Authority:
- 7.2 The making of a variation under the following bespoke voting procedure shall be subject to the following conditions being satisfied:
- 7.2.1 The internal procedures required to be pursued by the Authority and with appropriate recognition of timescales relating to implementation that may be required by other affected parties including as relevant operators and district councils having regard to all relevant governance arrangements that are relevant to any consequences that arise from the variation (such as requirements to undertake impact assessment, financial implications and any requirements to secure the assistance of other parties in order to deliver the proposed variation);and

- 7.2.2 The Authority being satisfied that the Scheme as varied will improve the quality or attractiveness of bus services in the Scheme Area; and/or the Scheme as varied will contribute or continue to contribute to reducing or limiting congestion, noise or pollution.
- 7.3 The Authority may from time to time bring forward proposals for variations to this Scheme reflecting in particular investment opportunities that arise that will lead to enhanced and/or new Facilities intended to improve the quality of bus services operating in the County to which the Scheme relates or which if implemented are calculated to increase patronage or meet other objectives within the EP Plan.
- 7.4 The Authority may from time to time bring forward proposals for variations to this Scheme reflecting in particular Measures that the County Council is able to commit to or, with co-operation from third parties, secure that will lead to enhanced and/or new Measures intended to facilitate the improvement of the quality of bus services operating in the County to which this Scheme relates or which if implemented is calculated to increase patronage or meet other objectives within the EP Plan.
- 7.5 The Authority may from time to time bring forward proposals for variations to this Scheme reflecting in particular variations to the Standards of Service relevant to this Scheme intended to facilitate the improvement of the quality of bus services operating in the County to which this Scheme relates or which if implemented is calculated to increase patronage or meet other objectives within the EP Plan.
- 7.6 Other variations to the EP Scheme may be brought forward where through the implementation of the variation any of the objectives of the EP Plan or of the EP Scheme itself will be more effectively achieved or for the purpose of varying any other matter that is the subject of this Scheme.
- 7.7 Variations considered for implementation may include variations to this variation procedure.
- 7.8 All proposals for Variations shall be set out in writing and submitted to [EPconsultation@northyorks.gov.uk](mailto:EPconsultation@northyorks.gov.uk). The administrator responsible for the conduct of the affairs of the EP Board shall provide copies of the proposal to all members of the Board within ten working days of receipt of the proposal.
- 7.9 Variations to the EP Scheme may be made applying the provisions of this section 7 of the EP Scheme applying in turn the provisions of s.138E of the TA 2000 where the following conditions (required to be specified under that section of the TA 2000 exist) namely:
- if implemented it will result in the variation to or the addition of any further Facility, Measure or Standards of Service or the removal of any Facility, Measure or Standards of Service or a combination of the same; and
  - the variation is considered by the Authority and any affected operators in principle to be acceptable and appropriate to be developed into a formal variation for adoption by the Authority.
- 7.10 Where the conditions set out at paragraph 7.9 are not satisfied the variation may be taken forward by the Authority in full consultation and with the involvement of the EP Board in the development of the detail of the variation applying the procedures set out at s.138L and s.138M of the TA 2000.

- 7.11 The EP Board shall be entitled to comment on proposals for variations to and new Facilities and Measures (or variations to or the removal of existing Facilities and or Measures) to be implemented under this Scheme proposed under the variation in accordance with the foregoing procedures.
- 7.12 Any proposal brought forward may require to be taken through the internal procedures of the County Council in the manner envisaged by paragraph 0.
- 7.13 If there is agreement given on behalf of all Operators present in person or by proxy at the meeting at which the proposal is considered and put to a vote or if any category of Operator is not represented either by its nominated representative or any authorised substitute, then the proposed variation shall be put to the Operator objection mechanism, but (unless the Authority considers a longer period would be prudent) with a reduced objection period of 14 days replacing Part 2 of the Transport Act 2000 section 138L (2) (c). The proposed variation will be advertised on the Council website and emailed to operators of Local Qualifying Bus Services. If the proposed variation satisfies the requirements of the operator objection mechanism and the Council has approved the making of the variation the Authority will thereupon take all steps required to be taken by the Authority with a view to the making of the EP Scheme variation as soon as reasonably practicable.

## **8 REVIEW OF THE EP SCHEME**

- 8.1 Once the EP Scheme is made, it will be reviewed by the EP Board at least annually, commencing no later than on the anniversary of the Scheme commencement date. The Authority will initiate each review and it will be anticipated to take no longer than 3 months to complete.
- 8.2 Any changes to the contact information contained in Schedule D, will be automatically updated, without the need to follow the variation process set out in this Scheme. This only applies to amendments to existing contact information or additional information with regard to the mechanism for reporting issues. Any proposal to remove a mechanism for reporting issues will be subject to the variation process.

## **9 REVOCATION OF THE EP SCHEME**

- 9.1 An EP Scheme can only exist if an EP Plan is in place. If, for any reason, the EP Plan is revoked, it would automatically cease to have effect as a Statutory Scheme.
- 9.2 If, for some reason, it becomes necessary for the EP Scheme to be revoked, the EP Board will be reconvened and follow the same process as outlined in section 14 of the EP Plan (noting that the agreement will be for revocation and not variation).
- 9.3 If at any point in the future the EP Scheme area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme document will cease to apply from the commencement date of the franchising scheme.

## **Schedules**

To incorporate further details if necessary of interventions, descriptions of Standards of Service and maps.

## **Signatory page**

THIS DEED is dated

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## **PARTY SEALS**

**(1) NORTH YORKSHIRE COUNTY COUNCIL** of County Hall, Racecourse Lane, North Yorkshire affixed hereto in the presence of its duly Authorised Officer

---

## **Excluded Services**

1. Services run under sections 89 to 91 of the Transport Act 1985 where the Authority retains all the revenue;
2. Registered Local Services that are excursions or tours;
3. Local Services operated under section 22 of the Transport Act 1985 (community bus services);
4. Services that have 10% or less of their overall distance registered as local bus services;
5. Services operated by vehicles that by law do not permit standing;
6. Services operating under contract to local transport authorities outside of the area of the Authority; and
7. Bus services where all journeys operate under contract to the Authority and operating on a demand responsive basis.

## Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(Form updated April 2019)

### National Bus Strategy

If you would like this information in another language or format such as Braille, large print or audio, please contact the Communications Unit on 01609 53 2013 or email [communications@northyorks.gov.uk](mailto:communications@northyorks.gov.uk).



যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।  
如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。  
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

**Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people to find completed EIAs we also publish them in the Equality and Diversity section of our website. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.**

Name of Directorate and Service Area	Business and Environmental Services Integrated Passenger Transport
Lead Officer and contact details	Cathy Knight <a href="mailto:cathy.knight@northyorks.gov.uk">cathy.knight@northyorks.gov.uk</a>
Names and roles of other people involved in carrying out the EIA	
How will you pay due regard? e.g. working group, individual officer	Officers will consider the council's equality duty and be mindful of the impact and potential effects of any proposed changes in fees and charges to people with any of the protected characteristics as defined by the Equality Act 2010, or NYCC's additional agreed characteristics throughout the proposals considers North Yorkshire County Council's response to the National Bus Strategy.
When did the due regard process start?	April 2021 (as part of BSIP work)



**Section 1. Please describe briefly what this EIA is about.** (e.g. are you starting a new service, changing how you do something, stopping doing something?)

Following publication and submission to the Department for Transport of the North Yorkshire Bus Service Improvement Plan an Enhanced Partnership (EP), a statutory partnership between one or more LTAs and their local bus operators that sets out how they will work together to deliver BSIP outcomes, and scheme have been prepared and consulted on. Subject to approval by the Council Executive the documents will be legally to enable delivery of the North Yorkshire BSIP, subject to receipt of sufficient DfT BSIP funding.

**Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it?** (e.g. to save money, meet increased demand, do things in a better way.)

To ensure that the council responds appropriately to the recently issued National Bus Strategy.

**Section 3. What will change? What will be different for customers and/or staff?**

At the council's 22 June Executive meeting a report was presented that proposal considered North Yorkshire County Council's response to the National Bus Strategy. The report contained a number of options for consideration:

- Franchising
- Enhanced Partnership
- 'Do Nothing'
- A combination of two of the above

The meeting approved the option of Enhanced Partnership as the preferred option and agreed Notice of Intent to Prepare an Enhanced Partnership Plan and Schemes could be published. As required by the National Bus Strategy the council prepared and published a Bus Service Improvement Plan (BSIP). The following have now been prepared:

- An EP Plan - a clear vision of the improvements to bus services that the EP is aiming to deliver, mirroring the BSIP.
- One or more EP schemes – an accompanying document that sets out the requirements that need to be met by local services that operate in the geographical area defined in the EP scheme, to achieve BSIP outcomes.

This Equalities Impact Assessment will need to be reviewed and refreshed throughout the scheme delivery.

**Section 4. Involvement and consultation** (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

Consultation and engagement has taken place with local bus service operators, key stakeholders and the public.

Full details are in Annex 2 of the report accompanying this assessment.

**Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

The financial impacts are detailed in section 6 of the report accompanying this assessment.

This Equalities Impact Assessment will need to be reviewed and refreshed throughout the proposal work.

<b>Section 6. How will this proposal affect people with protected characteristics?</b>	<b>No impact</b>	<b>Make things better</b>	<b>Make things worse</b>	<b>Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.</b>
Age		x		People aged under 30 and over 60 usually make proportionally more bus trips per person than other age groups.
Disability		x		No specific data available but it is possible that some groups of people with a disability are less likely to hold a full driving licence compared to someone without a disability. There is potential that some blue badge holders could be more independent and less reliant on partners/carers if the proposals deliver bus service improvements.
Sex		x		No current specific data available but historic data has suggested that women make more bus trips than men. The proposals are likely to benefit younger women with young children and older lone women. Women are also less likely to have access to a car.
Race	x			No evidence of impact on grounds of race.
Gender reassignment	x			No evidence of impact on grounds of gender reassignment.
Sexual orientation	x			No evidence of impact on grounds of sexual orientation.
Religion or belief	x			No evidence of impact on grounds of religion or belief.
Pregnancy or maternity	x			No evidence of impact on grounds of pregnancy or maternity.
Marriage or civil partnership	x			No evidence of impact on grounds of marriage or civil partnership.

<b>Section 7. How will this proposal affect people who...</b>	<b>No impact</b>	<b>Make things better</b>	<b>Make things worse</b>	<b>Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.</b>
..live in a rural area?		x		Accessing services can be problematic for people living in rural areas, for example lack of transport is often cited as a barrier to accessing employment by people living in rural areas.
...have a low income?		x		People on low income are less likely to have access to a car and are therefore likely to be more reliant on using buses.
...are carers (unpaid family or friend)?		x		No evidence of impact on grounds of people who are carers (unpaid family or friend). However, more bus services, or more frequent bus services could benefit carers with limited access to transport.

<b>Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)</b>	
North Yorkshire wide	x
Craven district	
Hambleton district	
Harrogate district	
Richmondshire district	
Ryedale district	
Scarborough district	
Selby district	
<b>If you have ticked one or more districts, will specific town(s)/village(s) be particularly impacted? If so, please specify below.</b>	

<b>Section 9. Will the proposal affect anyone more because of a combination of protected characteristics? (e.g. older women or young gay men) State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.</b>
<ul style="list-style-type: none"> <li>• Older women</li> <li>• Younger women with young children</li> <li>• People on low income living in rural areas particularly women</li> <li>• Women living in rural areas</li> <li>• Disabled people living in rural areas</li> <li>• Disabled people on low income</li> </ul> <p>Most people living in rural areas will be positively impacted.</p>

<b>Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)</b>	<b>Tick option chosen</b>
<b>1. No adverse impact - no major change needed to the proposal.</b> There is no potential for discrimination or adverse impact identified.	x
<b>2. Adverse impact - adjust the proposal -</b> The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.	
<b>3. Adverse impact - continue the proposal -</b> The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)	
<b>4. Actual or potential unlawful discrimination - stop and remove the proposal –</b> The EIA identifies actual or potential unlawful discrimination. It must be stopped.	
<p><b>Explanation of why option has been chosen.</b> (Include any advice given by Legal Services.)</p> <p>A number of options were considered at the council's 22 June Executive meeting:</p> <ul style="list-style-type: none"> <li>• Franchising</li> <li>• Enhanced Partnership</li> <li>• 'Do Nothing'</li> <li>• A combination of two of the above</li> </ul> <p>An Enhanced Partnership Plan and Scheme have been prepared to enable delivery of the North Yorkshire BSIP, subject to receipt of sufficient DfT BSIP funding. This option should have the potential for no adverse impact and could result in making things better for people with protected characteristics.</p> <p>This Equalities Impact Assessment will need to be reviewed and refreshed throughout the proposal work.</p>	

**Section 11. If the proposal is to be implemented, how will you find out how it is really affecting people? (How will you monitor and review the changes?)**

- Monitor correspondence and complaints following the introduction of any changes
- Monitoring of the services through on-going contract management
- Feedback from users, operators, Parish Councils, County Councillors and other stakeholders

**Section 12. Action plan.** List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

Action	Lead	By when	Progress	Monitoring arrangements
Monitor bus patronage usage	Operator/contract manager	Ongoing	Ongoing	Through normal business processes
Monitor ENCTS usage	Operator/contract manager	Ongoing	Ongoing	Through normal business processes

**Section 13. Summary** Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

As part of the council's response to the National Bus Strategy a number of options were considered at the council's 22 June Executive meeting:

- Franchising
- Enhanced Partnership
- 'Do Nothing'
- A combination of two of the above

The meeting approved the option of Enhanced Partnership as the preferred option. An Enhanced Partnership Plan and Scheme have been prepared to enable delivery of the North Yorkshire BSIP, subject to receipt of sufficient DfT BSIP funding. This option should have the potential for no adverse impact and could result in making things better for people with protected characteristics.

This Equalities Impact Assessment will need to be reviewed and refreshed throughout the proposal work.

#### **Section 14. Sign off section**

This full EIA was completed by:

**Name:** Cathy Knight

**Job title:** Commercial Sector Service Development Manager

**Directorate:** Business and Environmental Services

**Signature:**

**Completion date:** February 2022

**Authorised by relevant Assistant Director (signature):**

**Date:**



## Climate change impact assessment

The purpose of this assessment is to help us understand the likely impacts of our decisions on the environment of North Yorkshire and on our aspiration to achieve net carbon neutrality by 2030, or as close to that date as possible. The intention is to mitigate negative effects and identify projects which will have positive effects.

This document should be completed in consultation with the supporting guidance. The final document will be published as part of the decision making process and should be written in Plain English.

If you have any additional queries which are not covered by the guidance please email [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk)

**Please note: You may not need to undertake this assessment if your proposal will be subject to any of the following:**

Planning Permission  
Environmental Impact Assessment  
Strategic Environmental Assessment

However, you will still need to summarise your findings in in the summary section of the form below.

Please contact [climatechange@northyorks.gov.uk](mailto:climatechange@northyorks.gov.uk) for advice.

<b>Title of proposal</b>	North Yorkshire Enhanced Partnership Plan and Scheme
<b>Brief description of proposal</b>	Following publication and submission to the Department for Transport of the North Yorkshire Bus Service Improvement Plan an Enhanced Partnership (EP), a statutory partnership between one or more LTAs and their local bus operators that sets out how they will work together to deliver BSIP outcomes, and scheme have been prepared and consulted on. Subject to approval by the Council Executive the documents will be legally to enable delivery of the North Yorkshire BSIP, subject to receipt of sufficient DfT BSIP funding.
<b>Directorate</b>	Business and Environmental Services
<b>Service area</b>	Transport, Waste and Countryside Services
<b>Lead officer</b>	Cathy Knight
<b>Names and roles of other people involved in carrying out the impact assessment</b>	
<b>Date impact assessment started</b>	April 2021 (as part of BSIP work)



**Options appraisal**

Were any other options considered in trying to achieve the aim of this project? If so, please give brief details and explain why alternative options were not progressed.

At the council's 22 June Executive meeting a report was presented that proposal considered North Yorkshire County Council's response to the National Bus Strategy. The report contained a number of options for consideration:

- Franchising
- Enhanced Partnership
- 'Do Nothing'
- A combination of two of the above

The meeting approved the option of Enhanced Partnership as the preferred option and agreed Notice of Intent to Prepare an Enhanced Partnership Plan and Schemes could be published.

**What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?**

Please explain briefly why this will be the result, detailing estimated savings or costs where this is possible.

The financial impacts are detailed in section 6 of the report accompanying this assessment.

This Climate Change Impact Assessment will need to be reviewed and refreshed throughout the proposal work.

How will this proposal impact on the environment?		Positive impact (Place a X in the box below where	No impact (Place a X in the box below where	Negative impact (Place a X in the box below where	Explain why will it have this effect and over what timescale?  Where possible/relevant please include: <ul style="list-style-type: none"> <li>• Changes over and above business as usual</li> <li>• Evidence or measurement of effect</li> <li>• Figures for CO<sub>2</sub>e</li> <li>• Links to relevant documents</li> </ul>	Explain how you plan to mitigate any negative impacts.	Explain how you plan to improve any positive outcomes as far as possible.
Minimise <b>greenhouse gas emissions</b> e.g. reducing emissions from travel, increasing energy efficiencies etc.	Emissions from travel	X			Delivery of the North Yorkshire BSIP is likely to increase bus usage and as such reduce travel by car which in turn should reduce emissions from travel. This Climate Change Impact Assessment will need to be reviewed and refreshed throughout the proposal work.		
	Emissions from construction		X		No impact anticipated at this stage.		
	Emissions from running of buildings		X		No impact anticipated at this stage.		
	Other		X		No impact anticipated at this stage.		
Minimise <b>waste</b> : Reduce, reuse, recycle and compost e.g. reducing use of single use plastic			X		No impact anticipated at this stage.		
Reduce <b>water</b> consumption			X		No impact anticipated at this stage.		

How will this proposal impact on the environment?  N.B. There may be short term negative impact and longer term positive impact. Please include all potential impacts over the lifetime of a project and provide an explanation.	Positive impact (Place a X in the box below where)	No impact (Place a X in the box below where)	Negative impact (Place a X in the box below where)	Explain why will it have this effect and over what timescale?  Where possible/relevant please include: <ul style="list-style-type: none"> <li>Changes over and above business as usual</li> <li>Evidence or measurement of effect</li> <li>Figures for CO<sub>2</sub>e</li> <li>Links to relevant documents</li> </ul>	Explain how you plan to mitigate any negative impacts.	Explain how you plan to improve any positive outcomes as far as possible.
Minimise <b>pollution</b> (including air, land, water, light and noise)	X			Delivery of the North Yorkshire BSIP is likely to increase bus usage and as such reduce travel by car which in turn should reduce noise pollution. This Climate Change Impact Assessment will need to be reviewed and refreshed throughout the proposal work.		
Ensure <b>resilience</b> to the effects of climate change e.g. reducing flood risk, mitigating effects of drier, hotter summers		X		No impact anticipated at this stage.		
Enhance <b>conservation</b> and wildlife		X		No impact anticipated at this stage.		
Safeguard the distinctive characteristics, features and special qualities of <b>North Yorkshire's landscape</b>		X		No impact anticipated at this stage.		
Other (please state below)		X		No impact anticipated at this stage.		

**Are there any recognised good practice environmental standards in relation to this proposal?** If so, please detail how this proposal meets those standards.

Not currently aware of any good practice environmental standards relating to this proposal.

**Summary** Summarise the findings of your impact assessment, including impacts, the recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

There are likely to be positive impacts on emissions from travel and noise pollution.

It is anticipated that there will be minimal, if any, impact on emissions from construction, emissions from running of buildings, waste, water consumption, resilience, conservation and distinctive features and special qualities of North Yorkshire's landscape.

This Climate Change Impact Assessment will need to be reviewed and refreshed throughout the proposal work

### Sign off section

This climate change impact assessment was completed by:

<b>Name</b>	Cathy Knight
<b>Job title</b>	Commercial Sector Service Development Manager
<b>Service area</b>	Transport, Waste and Countryside Services
<b>Directorate</b>	Business and Environmental Services
<b>Signature</b>	
<b>Completion date</b>	February 2022

**Authorised by relevant Assistant Director (signature):**

**Date:**

NORTH YORKSHIRE  
COUNTY COUNCIL

# **BUS ENHANCED PARTNERSHIP SCHEME**

CONSULTATION REPORT  
FEBRUARY 2022



North Yorkshire  
County Council

wsp

# NORTH YORKSHIRE COUNTY COUNCIL

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## **BUS ENHANCED PARTNERSHIP SCHEME**

### Consultation Report

**TYPE OF DOCUMENT (VERSION) PUBLIC**

**PROJECT NO. 70085142**

**DATE: FEBRUARY 2022**

WSP

Amber Court  
William Armstrong Drive  
Newcastle upon Tyne  
NE4 7YQ



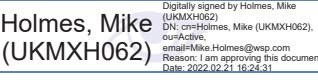
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# QUALITY CONTROL

Issue/revision	First issue	Revision 1	Revision 2
Remarks	First Draft		
Date	February 2022		
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Signature			
Checked by	Matt Caygill		
Signature			
Authorised by	Mike Holmes		
Signature			
Project number	70085142		
Report number	V0.1		
File reference			

# CONTENTS

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<b>1</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2</b>	<b>METHODOLOGY</b>	<b>3</b>
<b>3</b>	<b>RESULTS: CLOSED RESPONSES</b>	<b>4</b>
<b>4</b>	<b>ANALYSIS: OPEN-ENDED RESPONSES</b>	<b>16</b>
<b>5</b>	<b>ADDITIONAL RESPONSES</b>	<b>26</b>
<b>6</b>	<b>SUMMARY</b>	<b>37</b>

---

## TABLES

Table 3-1 – Most important measures proposed in the EP	15
Table 4-1 – Comments that relate to the environment	16
Table 4-2 – General supportive comments	16
Table 4-3 – Comments that support the plan element of a “Co-ordinated and integrated bus network”	17
Table 4-4 – Comments that support the plan element of a “Simpler Payment and ticketing options”	17
Table 4-5 – Comments to that support the plan element of a “Simple information”	18
Table 4-6 – Comments that support the plan element of a “Customer service”	18
Table 4-7 – Comments that generally oppose the plan	18
Table 4-8 – Comments that oppose the plan element of a “Co-ordinated and integrated bus network”	19
Table 4-9 – Comments that oppose the plan element of a “Simpler Payment and ticketing options”	19
Table 4-10 – Comments that oppose the plan element of a “Simple information”	20

---

Table 4-11 – Comments that support the plan element of a “Customer service”	20
Table 4-12 – Comments with suggestions / amendments “Suggested priority”	21
Table 4-13 – Comments with suggestions / amendments “Suggested bus service attributes”	22
Table 4-14 – Comments with suggestions / amendments “Suggestions relating to bus service interchange and connectivity”	23
Table 4-15 – Comments with suggestions / amendments “Suggested bus services / locations to be served”	23
Table 4-16 – Comments with suggestions / amendments “Suggested plan alterations”	24
Table 4-17 – Comments with suggestions / amendments “Approach to parking”	24
Table 4-18 – Other Comments	25
Table 5-1 – Organisational Responses	28
Table 5-2 - Please tick one box to tell us which part of North Yorkshire you live in	31
Table 5-3 - Please tick a box to tell us how old you are	31
Table 5-4 - Please tick a box to tell us how often you use the bus	31
Table 5-5 - If you use the bus, please tick a box to tell us why you use the bus	32
Table 5-6 - If you do not use the bus, please tick the box to tell us why you do not	32
Table 5-7 - If we receive some money from the government what should we spend our money on? Please tick 3 boxes. There are some more boxes on the next page.	32
Table 5-8 – Comments that relate to the environment	33
Table 5-9 – Comments that support or oppose the plan	33
Table 5-10 – Comments with suggestions / amendments “Suggested priority”	34
Table 5-11 – Comments with suggestions / amendments “Suggested bus service attributes”	35
Table 5-12 – Comments with suggestions / amendments “Suggestions relating to bus service interchange and connectivity”	35
Table 5-13 – Comments with suggestions / amendments “Suggested bus services / locations to be served”	36
Table 5-14 – Other Comments	36

---

## FIGURES

---

Figure 3-1 - Online responses received by date	4
Figure 3-2 - Are you responding to this consultation as an:	5
Figure 3-3 - Which of these age groups do you belong to?	5
Figure 3-4 - Which district / borough do you live in?	6
Figure 3-5 - Are you currently a bus user?	6
Figure 3-6 - If yes, how often do you use the bus	6
Figure 3-7 - What is your main purpose for using the bus?	7
Figure 3-8 - If no, what is the main reason for not using the bus?	8
Figure 3-9 - To what extent do you agree with the vision and objectives set out in the plan?	8
Figure 3-10 - Importance of Bus Priority Infrastructure measures	9
Figure 3-11 - Importance of HTIP by district / borough	10
Figure 3-12 - Importance of Other Infrastructure measures	10
Figure 3-13 - Importance of Fares Support measures	11
Figure 3-14 - Comparison of Importance of Under 19 Child Fares, split by age group	11
Figure 3-15 - Importance of Ticketing Reform measures	12
Figure 3-16 - Importance of Bus Service Support measures	12
Figure 3-17 - Importance of Marketing measures	13
Figure 3-18 - Importance of Zero Emissions and Decarbonisation measures	13
Figure 3-19 - Importance of Other Measures	14

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## **APPENDICES**

### APPENDIX A

#### QUESTIONNAIRE

### APPENDIX B

#### VERBATIM OPEN-ENDED COMMENTS

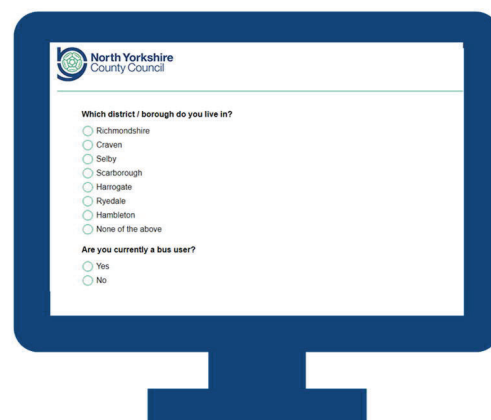
# 1 INTRODUCTION

## 1.1 BACKGROUND

- 1.1.1. WSP was commissioned by North Yorkshire County Council (NYCC) to deliver the consultation analysis and reporting for the **Bus Service Improvement Plan and proposed Enhanced Partnership**, covering bus services operating throughout the county.
- 1.1.2. The Consultation was held for a four-week period between **10 January 2022 and 7 February 2022**, giving members of the public and stakeholder organisations an opportunity to comment on the proposals.
- 1.1.3. This report summarises the feedback which was received during the consultation on the Bus Service Improvement Plan (BSIP) for North Yorkshire and the proposed Enhanced Partnership (EP) Agreement with bus operators.

## 1.2 CONSULTATION

- 1.2.1. NYCC consulted with the public in order to help determine what priorities should be when Department for Transport funding is announced. The vision for the bus services in North Yorkshire set out in the BSIP is to develop an efficient and optimised bus network that:
- ♦ meets the needs of our local communities.
  - ♦ enables people to remain active and independent.
  - ♦ provides excellent customer service.
  - ♦ offers simple payment and ticketing options.
- 1.2.2. The main data collection point was the **online consultation questionnaire** which was made live on the 10 January 2022. The questionnaire was located on the NYCC website ([www.northyorks.gov.uk/bsip](http://www.northyorks.gov.uk/bsip)), with a project specific page where interested people were able to read about the BSIP and EP before completing their response.
- 1.2.3. Hard copies and other formats were also available on request from NYCC, with it also being an option to email responses to the consultation rather than completing the online questionnaire.
- 1.2.4. In addition to the online questionnaire, NYCC issued **Partner Comms Packs** to be shared more widely among contacts and networks. The Comms Packs circulated included the following:
- ♦ Suggested email copy.
  - ♦ Social media assets and suggested messages for each platform.
  - ♦ A poster and A5 leaflet.
  - ♦ A copy of the press release announcing the start of the consultation.
- 1.2.5. A leaflet and poster were also prepared to advertise the proposals, which can be seen below. The eye-catching poster/flyer included details of the council's vision for bus services in the county, as well as providing details of the consultation period and how to participate and provide feedback.





**Flyer and poster used to advertise the public consultation**

- 1.2.6. Social Media advertising was also used to promote the consultation activities relating to the BSIP. The promotional adverts were posted on LinkedIn, Facebook, Twitter and Instagram – targeting users of different platforms with the weblink for the BSIP information pages, coupled with an eye-catching design to stimulate interest in the proposals.



**Advert for LinkedIn, Facebook and Twitter**



**Advert for Instagram**



## 2 METHODOLOGY

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### 2.1 ANALYSIS OF CLOSED RESPONSES

- 2.1.1. The following section covers the analysis of the closed questions – questions where respondents were able to give a fixed answer to the question raised. The open-ended questions are in a separate section, covered subject to the coding methodology.

### 2.2 CODING METHODOLOGY

- 2.2.1. All responses to the consultation questionnaire were received and processed to create an Excel database to combine the 717 online responses received via the online portal and the two questionnaire responses which were received in a hard copy format.
- 2.2.2. The consultation questionnaire included three questions in an open-ended format, for which comments were left relating to the following:
- ♦ **Q7 - Do you have any comments on the vision and objectives contained in the Plan?**
  - ♦ **Q8 - Having read the above and looked at the content of the proposed scheme, do you have any comments?**
  - ♦ **Q10 - Do you have any further comments?**
- 2.2.3. Unlike the closed-response questions, a coding process was necessary to analyse these verbatim comments. Responses to each question were reviewed, with a thematic codeframe being created to identify the main issues raised in each comment. As the codeframes were developed from the responses received, they are unique to the North Yorkshire Bus Service Improvement Plan and proposed Enhanced Partnership. It became apparent as the codeframe developed, that it was suitable for use on all three open-ended questions.
- 2.2.4. Once the codeframe was developed, the thematic codes were numbered (e.g. 001) and these numbers (codes) were then assigned to the comments by the coding team, in order to gain a quantitative measure of the issues being raised in the comments. This used a manual approach whereby the individual coders read the comment, assimilated the information therein and the numeric thematic codes were then assigned to each issue raised within the comment. This manual approach is preferred as best practice as it has advantages over the use of automated coding software, in that nuance in responses can be detected, while issues such as sarcasm, abbreviation or local vernacular can be better understood by a person as opposed to a piece of computer software, which may miss or misinterpret such subtlety.
- 2.2.5. To ensure a high standard of work among the coding team, quality spot-checks were carried out randomly on 10% of the responses coded. In addition to this, an approach utilising collaborative working among the coding team was adopted to ensure that thoughts and ideas were shared to maximise collective experience in undertaking the analysis. This included holding regular calls to discuss progress as well as to seek to resolve any complex responses which required discussion.
- 2.2.6. Finally, a frequency count was performed to determine how often a code appeared and therefore the relative importance of this issue in terms of the number of times the issue was raised by respondents. It should be noted that a code was only assigned to a response once, therefore the frequency count also represents the number of respondents that raised an issue.

### 3 RESULTS: CLOSED RESPONSES

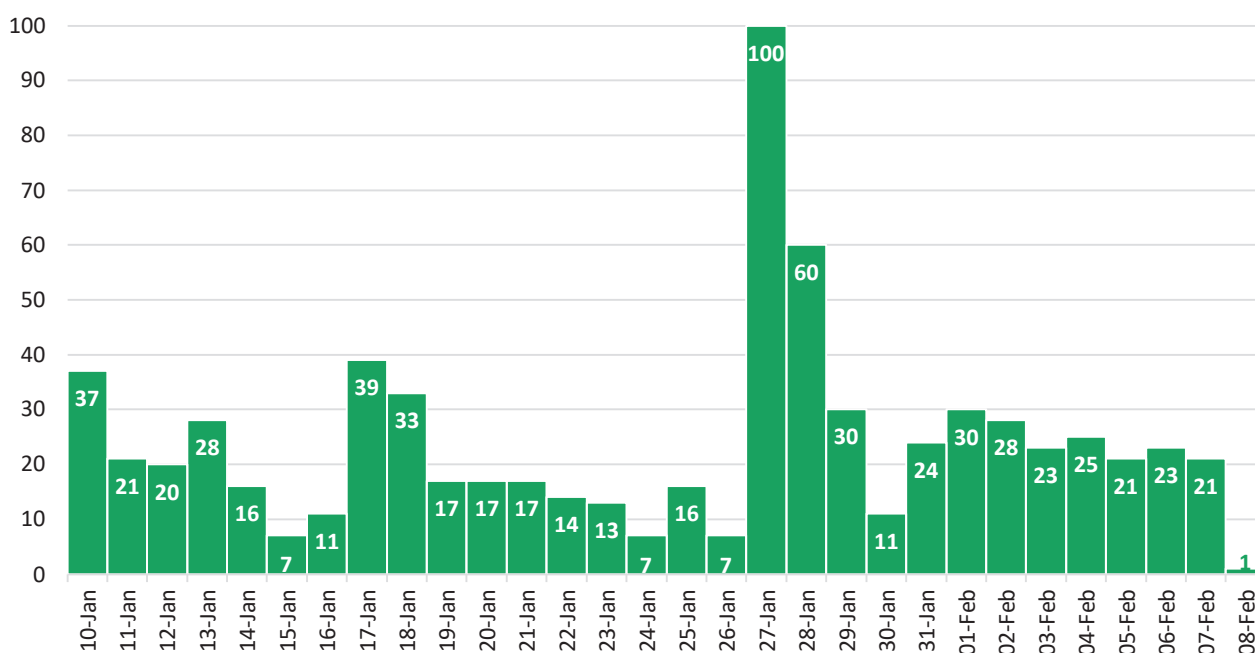
#### 3.1 OVERALL RESPONSES

- 3.1.1. A total of **719 Questionnaire responses** were received during the consultation period, of which **717 were online responses** and **2 postal responses**.
- 3.1.2. In addition to these, a total of **11 letters** were received from stakeholder organisations, with a further **49 responses** being received from individuals. In addition to these, a total of **10 Easy Read Bus Surveys** were also received.
- 3.1.3. The questionnaire used can be seen in **Appendix A**.

#### 3.2 WHEN RESPONSES WERE RECEIVED

- 3.2.1. The rate of online responses is shown in Figure 3-1 below, with there being an evident peak in online responses received on the 27<sup>th</sup> and 28<sup>th</sup> January 2022, with 100 responses and 60 responses respectively.

**Figure 3-1 - Online responses received by date**

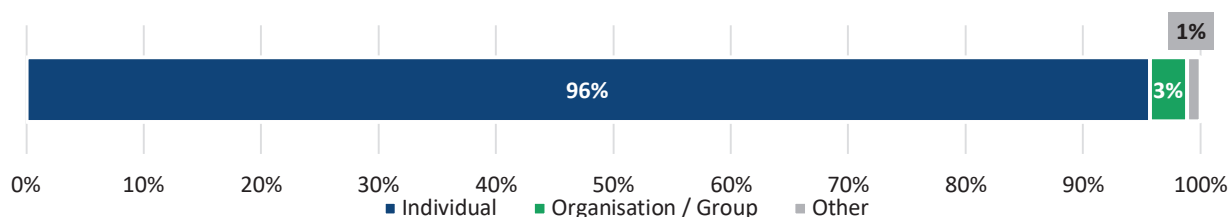


#### 3.3 RESPONDENT PROFILE

##### **Are you responding to this consultation as...**

- 3.3.1. Out of 717 questionnaire respondents that provided an answer (Figure 3-2), the overwhelming majority were responding as individuals (96%, 686 respondents), followed by those responding on behalf of an organisation (3%, 23 respondents) and those indicating they were responding in some other capacity (eight respondents) – one percent.

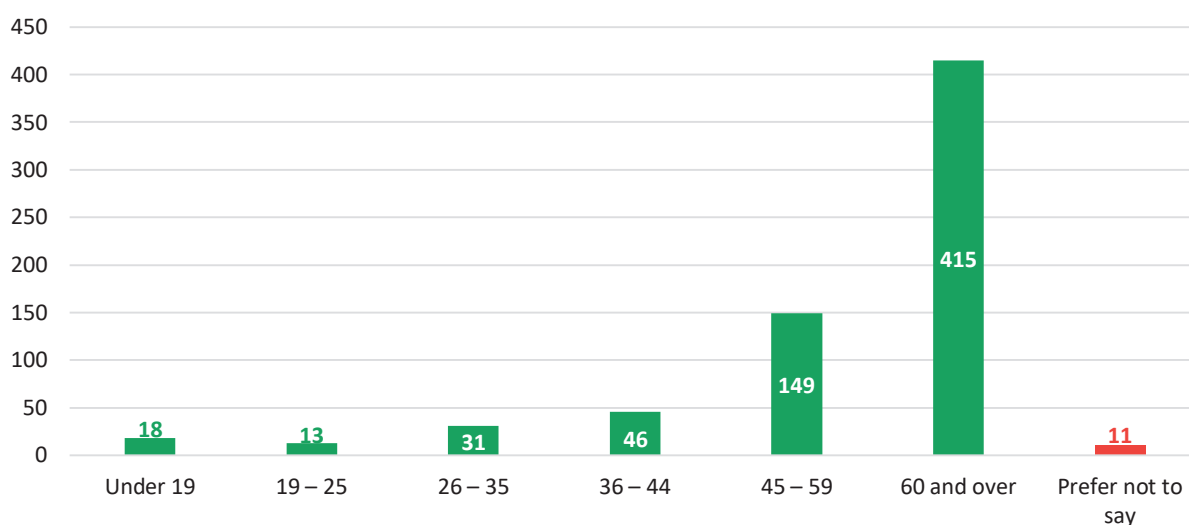
**Figure 3-2 - Are you responding to this consultation as an:**



### Which of these age groups do you belong too?

- 3.3.2. Respondents completing the questionnaire were asked to indicate their age within defined categories. As can be seen in Figure 3-3, the largest number of respondents (and a considerable majority – 61% of responses to this question) were in the 60 and over age group, followed by the 45-59 years age group.
- 3.3.3. It should be noted that the 60 years and over category covers a much larger age range in comparison to the other categories – for instance someone aged 61 and someone aged 91 would be in the same category, while the younger age categories cover a nine-year age interval.
- 3.3.4. A total of 11 respondents preferred not to give details of their age.

**Figure 3-3 - Which of these age groups do you belong to?**

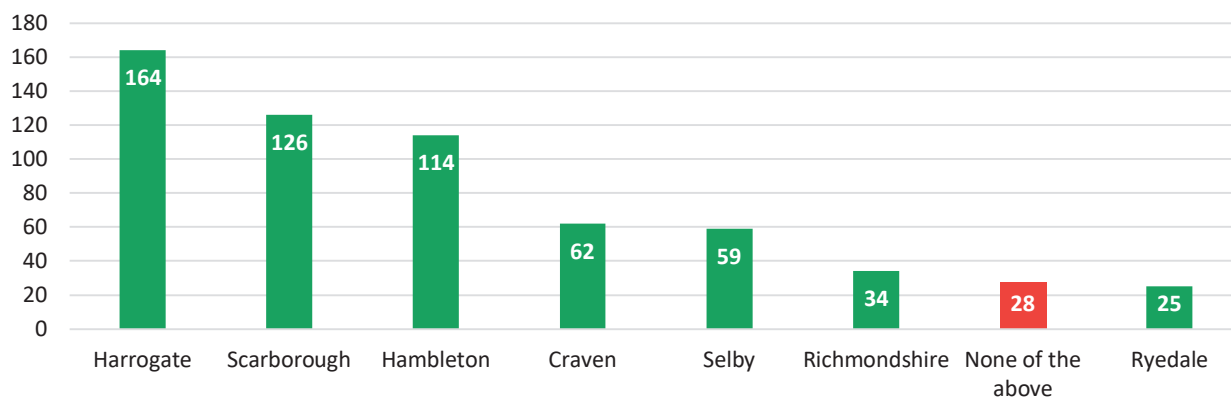


## 3.4 DISTRIBUTION OF RESPONDENTS

### Which district / borough do you live in?

- 3.4.1. A total of 612 respondents gave an answer to this question, with the largest number of respondents being from Harrogate (164) and Scarborough (126) and the fewest being from Ryedale (25) as can be seen in Figure 3-4. A total of 28 respondents answered **none of the above** of which there were four respondents from York, three from West Yorkshire, while other respondents came from South Yorkshire and the East Riding of Yorkshire, with some from locations further afield such as Tees Valley, Lancashire as well as from other regions of England.

Figure 3-4 - Which district / borough do you live in?



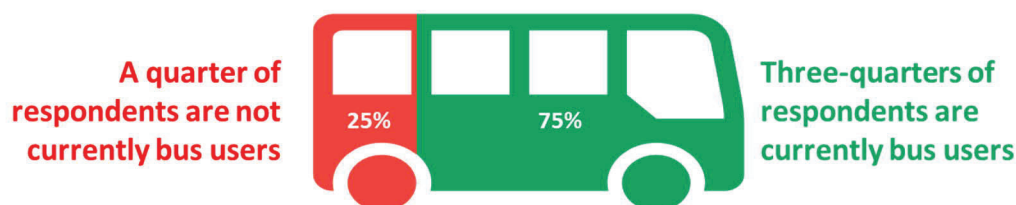
### 3.5 CURRENT BUS USE

- 3.5.1. To determine the existing travel behaviour, the following questions were used to identify bus use as well as journey purposes and barriers to bus use among respondents.

#### Are you currently a bus user?

- 3.5.2. Out of 689 respondents, a quarter of respondents said that they do not currently use the bus – while three quarters of respondents (518 people) **do** currently use the bus (Figure 3-5).

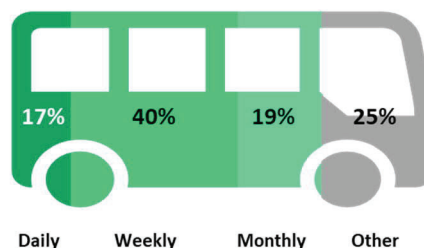
Figure 3-5 - Are you currently a bus user?



#### If yes, how often do you use the bus?

- 3.5.3. Out of 564 respondents that responded to this question (including some who had answered 'no') just under a fifth of respondents use the bus on a daily basis, while 40% do so on a weekly basis and 19% on a monthly basis. A quarter of respondents answered 'other'. Most of those answering 'no' to being a bus user, indicated 'other' in response to this question.

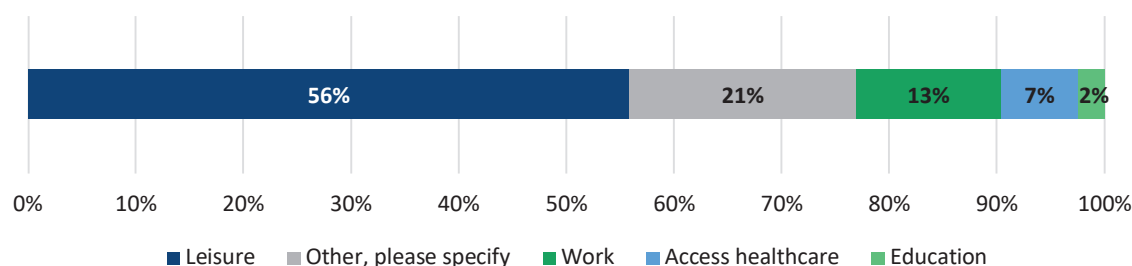
Figure 3-6 - If yes, how often do you use the bus



### What is your main purpose for using the bus?

- 3.5.4. Please note that for this question, respondents were only able to select **one** response – i.e. their main purpose for using the bus. The results of this question are shown in Figure 3-7.
- 3.5.5. Out of 583 respondents, the majority said that they use the bus for leisure trips (56%), while work trips (13%), accessing healthcare (7%) and education (2%) comprised the majority of responses.
- 3.5.6. Other journey purposes (21%) comprise the remaining responses to this question – with respondents specifying their main purpose for using the bus in an open text format. The main other purposes are outlined here:
- ◆ Shopping.
  - ◆ Visiting friends.
  - ◆ Visiting relatives.
  - ◆ Visiting other towns / villages.
  - ◆ Walking.
  - ◆ Reliant on bus / lifeline.
  - ◆ Volunteering.
  - ◆ Accessing other transport modes.

**Figure 3-7 - What is your main purpose for using the bus?**

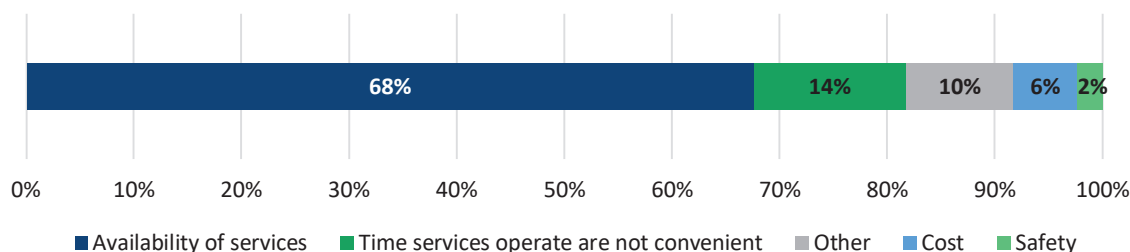


### If no, what is the main reason for not using the bus?

- 3.5.7. Figure 3-8 shows the main reasons given by respondents for not using the bus. As above, the question asked for the **main** reason and therefore only permitted one response per person.
- 3.5.8. The question was targeted at those that answered 'no' when asked whether they are a bus user, with all 170 respondents not being current bus users.
- 3.5.9. The main barrier to bus use was the availability of services (68%) with over two-thirds of respondents mentioning this. Inconvenient operating times for services was the second most mentioned issue (14%), while costs (6%) and safety (2%) were comparatively smaller proportions of the responses to this question.
- 3.5.10. Other reasons (10%) comprise the remaining responses to this question – with respondents specifying their main barrier for not using the bus in an open text format. These are outlined here:
- ◆ Preference for the flexibility of the private car.
  - ◆ Preference for using the train.
  - ◆ Full time work.
  - ◆ Not having a bus route in the vicinity of their home / lack of services.

- ◆ Changes to bus routes and services.
- ◆ Lack of easy and integrated information.
- ◆ Covid-19.

**Figure 3-8 - If no, what is the main reason for not using the bus?**

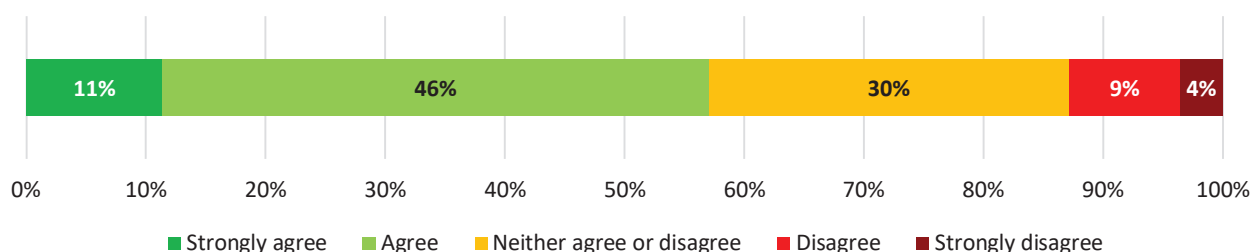


## 3.6 CLOSED QUESTIONS

### To what extent do you agree with the vision and objectives set out in the plan?

- 3.6.1. The Enhanced Partnership Plan mirrors the content of the North Yorkshire Bus Service Improvement Plan. It sets out the overall vision and objectives for bus transport in North Yorkshire.
- 3.6.2. Respondents were asked the extent to which they agreed or disagreed with the plan objectives, with the results being shown in Figure 3-9 below.
- 3.6.3. As shown, over half of respondents (57%) agreed with the vision and objectives set out in the plan – comprising 46% who agreed and 11% who strongly agreed. Meanwhile 30% of respondents have no view either way, with 9% disagreeing and 4% strongly disagreeing.
- 3.6.4. It is therefore clear from the 685 responses received, that of those expressing a sentiment of agreement or disagreement, the far larger proportion of respondents were supportive of the Enhanced Partnership Plan (57% agreeing vs 13% disagreeing overall).

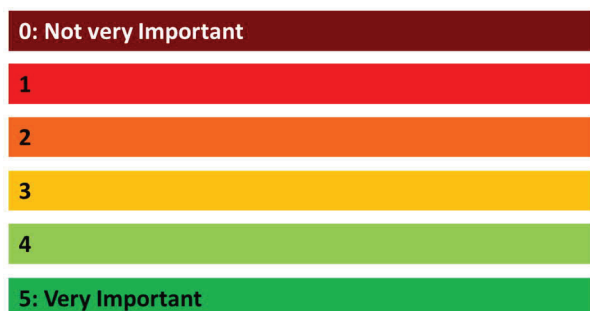
**Figure 3-9 - To what extent do you agree with the vision and objectives set out in the plan?**



### The Enhanced Partnership Scheme measures

- 3.6.5. The Enhanced Partnership Scheme (EP Scheme) is a legal document that sets out the precise detail of what will be delivered in order to achieve the BSIP aims and Objectives.
- 3.6.6. Respondents were asked to consider the following measures within the EP in terms of their importance, scoring them on a scale from 5 (of greatest importance) to 0 (of least importance / no importance). It should be noted that this is not a rank, so it was possible for respondents to identify more than one item under each heading as being of greatest importance. The charts below are

colour coded in terms of the level of importance, as shown below. Please note that where percentages do not total 100%, this is due to rounding of the figures.



3.6.7. Respondent attitudes to the EP measures are shown below in the following categories:

- ◆ Bus Priority Infrastructure.
- ◆ Other infrastructure.
- ◆ Fares Support.
- ◆ Ticketing Reform.
- ◆ Bus Service Support.
- ◆ Marketing.
- ◆ Zero Emissions and Decarbonisation.
- ◆ Other Measures.

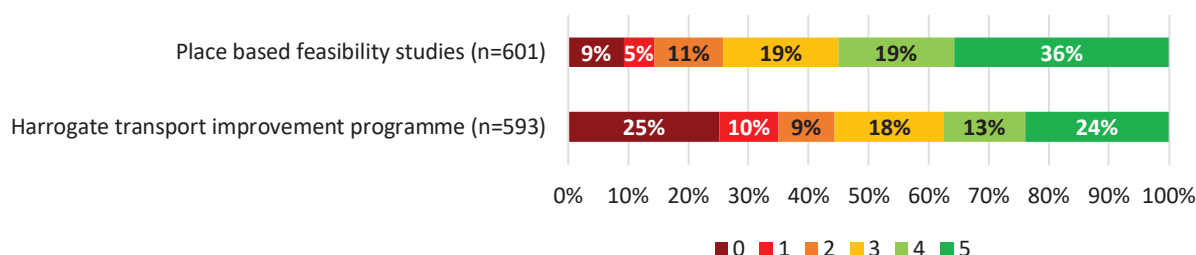
3.6.8. Some cross tabulations are also presented to investigate the results further in terms of how this links to other responses provided.

3.6.9. The narrative accompanying each chart presents those having the greatest proportion of highest importance scores (i.e. 5 and 4 scores) being considered to rank as the most important measures.

### Bus Priority Infrastructure

3.6.10. The bus priority measures are shown below in Figure 3-10 and demonstrate that *Place based feasibility studies* are considered to be of highest importance to over a third of respondents, compared to around a quarter who felt the same of the *Harrogate Transport Improvement Programme* (HTIP). The results also clearly show that the feasibility study measure has a greater proportion of respondents considering this to be important, compared with the HTIP measure.

**Figure 3-10 - Importance of Bus Priority Infrastructure measures**

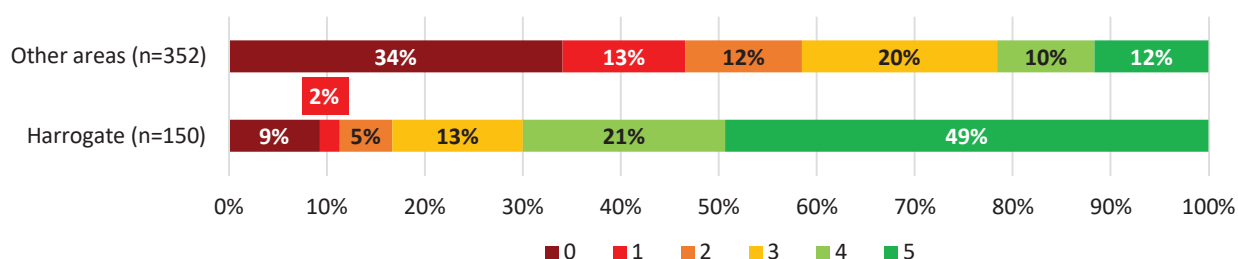


3.6.11. Due to the HTIP being specific to Harrogate – it is possible that other respondents across North Yorkshire did not consider this measure to be relevant to them. Therefore, a cross tabulation of this was undertaken split by the respondent's district / borough. To improve the reliability of the result by



minimising small respondent groups, the locations other than Harrogate were grouped into a single category. The results shown in Figure 3-11 confirm that there is evidence that respondent location does affect the level of importance placed on the Harrogate Transport Improvement Programme, with the level of importance in the higher categories (3-5 scores) being 83% in Harrogate compared to other locations (42%). Meanwhile the opposite was true for the no importance score with a third of those in other areas considering the HTIP to be of no importance (34%) compared to only 9% in Harrogate. It is therefore clear that when considering only those respondents that are likely to be most affected by HTIP, there is considerable importance placed on the delivery of this measure.

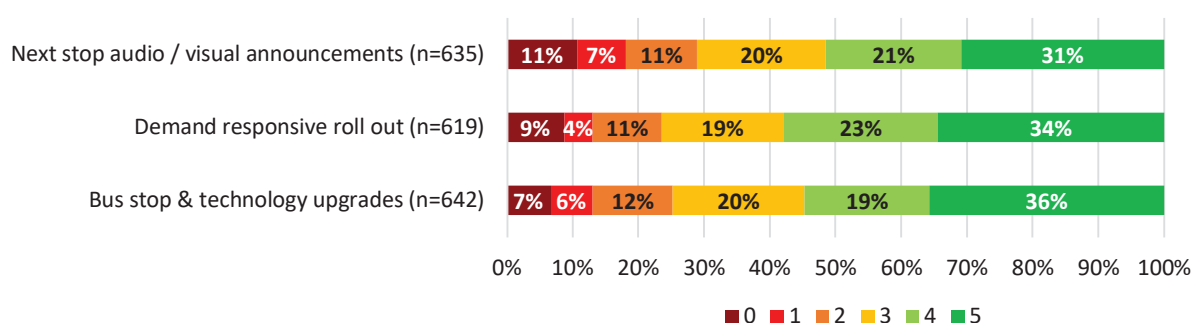
**Figure 3-11 - Importance of HTIP by district / borough**



### Other infrastructure

- 3.6.12. The importance of other infrastructure measures is shown in Figure 3-12 and indicates that all of the measures are considered important to the vast majority of respondents. The greatest level of importance (i.e. given a score of 5) is for *Bus stop & technology upgrades* (36%), followed by *Demand Responsive Transport roll out* (34%), with *Next stop audio / visual announcements* having the lowest proportion of respondents scoring this measure as '5' while this measure also had the largest proportion scoring the measure as not at all important (i.e. '0') with 11% of respondents indicating this to be their view.

**Figure 3-12 - Importance of Other Infrastructure measures**

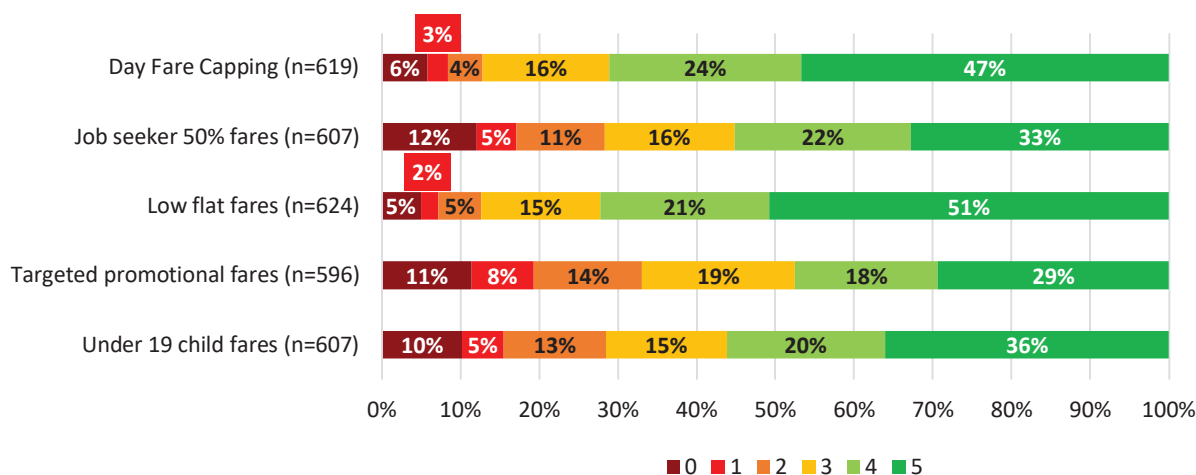


### Fares Support

- 3.6.13. Fare support measures were proposed as shown in Figure 3-13, with all measures being considered important to a far larger proportion of respondents compared to those that feel the measures are not important. It should be noted that *Job seeker 50% fares*, *Targeted promotional fares*, and *Under 19 child fares*, are much closer between those important and not important ratings, compared to the other three Fares Support measures. *Low flat fares* are by far the most important proposed

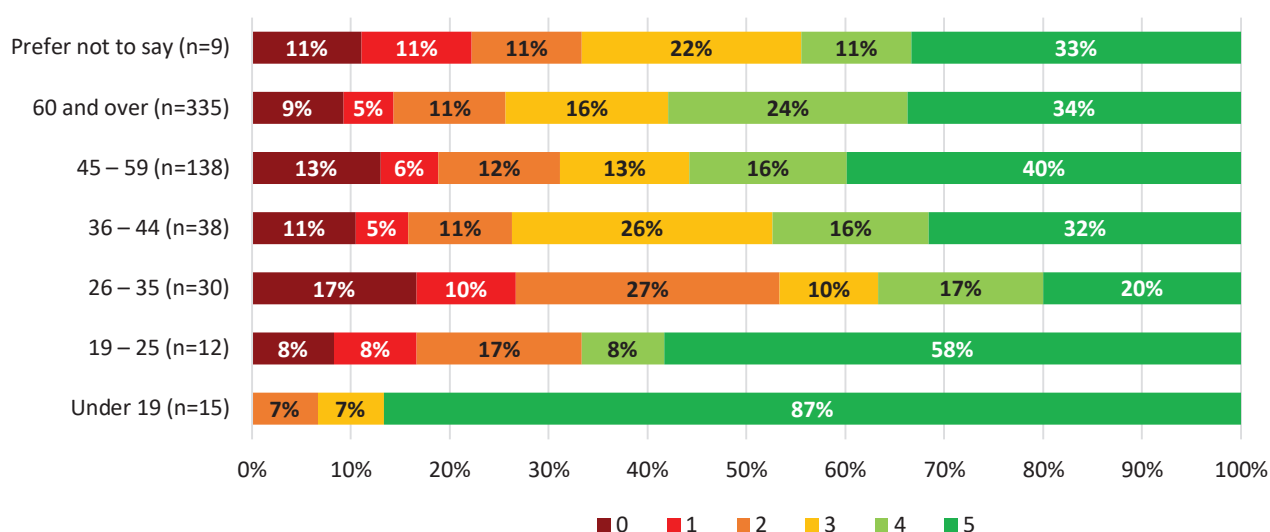
measure, with over half of respondents rating this as being of greatest importance (51%), followed by *Day Fare Capping* (47%). As such these are the priority measures among respondents.

**Figure 3-13 - Importance of Fares Support measures**



- 3.6.14. The relative lack of importance of the *Under 19 child fares* may be a result of the respondent profile being skewed towards older respondents. A cross-tabulation was carried out to determine whether age affected the importance of the measure to individual respondents. It should be noted that due to the profile size, there are some age groups with small respondent numbers and any conclusions drawn should note this caveat.
- 3.6.15. As can be seen in Figure 3-14, there is an indication that those respondents in the Under 19, and 19-25-years age categories are likely to place the greatest level of importance on Under 19 Child Fare measures, with 87% and 58% giving the highest importance scores respectively. It should be noted that the age group least likely to consider Under 19 Child Fares to be important were the 26–35-year-olds – possibly due to this age group being too old for the discounted fares, while also unlikely to have dependents that may benefit from these.

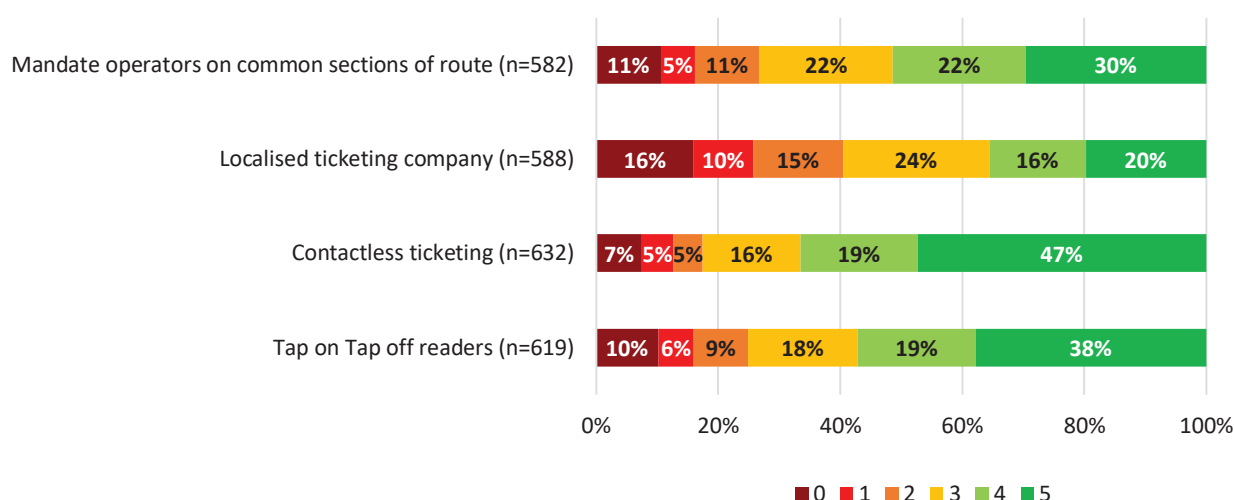
**Figure 3-14 - Comparison of Importance of Under 19 Child Fares, split by age group**



### Ticketing Reform

- 3.6.16. As shown in Figure 3-15, the most important Ticketing Reform measure is *Contactless Ticketing*, with just under half of respondents scoring this as being of highest importance (47%), while a far smaller proportion of 7% feel that this measure is not at all important. *Tap on Tap off readers* is also a relatively more important measure, while the same is true of the suggestion to *Mandate operators on common sections of route*. The least important measure suggested is the use of a *Localised ticketing company* – with this much more even in split (41% scoring 0-2, while 60% scored this measure as 3-5)

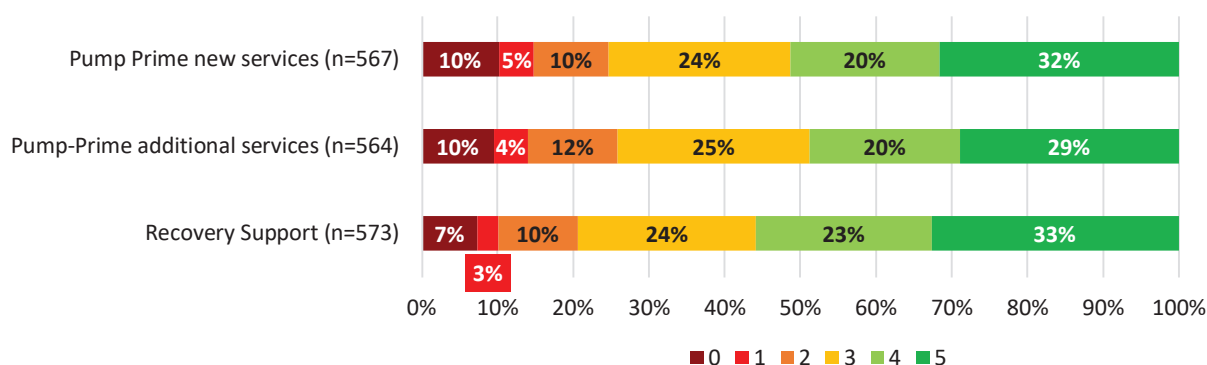
**Figure 3-15 - Importance of Ticketing Reform measures**



### Bus Service Support

- 3.6.17. The bus service support measures are for the most part considered of greatest importance to around a third of respondents. Otherwise the results between measures to *Pump Prime new services* and *Pump Prime additional services* are broadly similar, with both measures having similar proportions of respondents scoring the measures at the same level of importance. Meanwhile the *Recovery Support* measure – which relates to the Covid 19 pandemic recovery, is relatively considered to be the most important Bus Service Support measure.

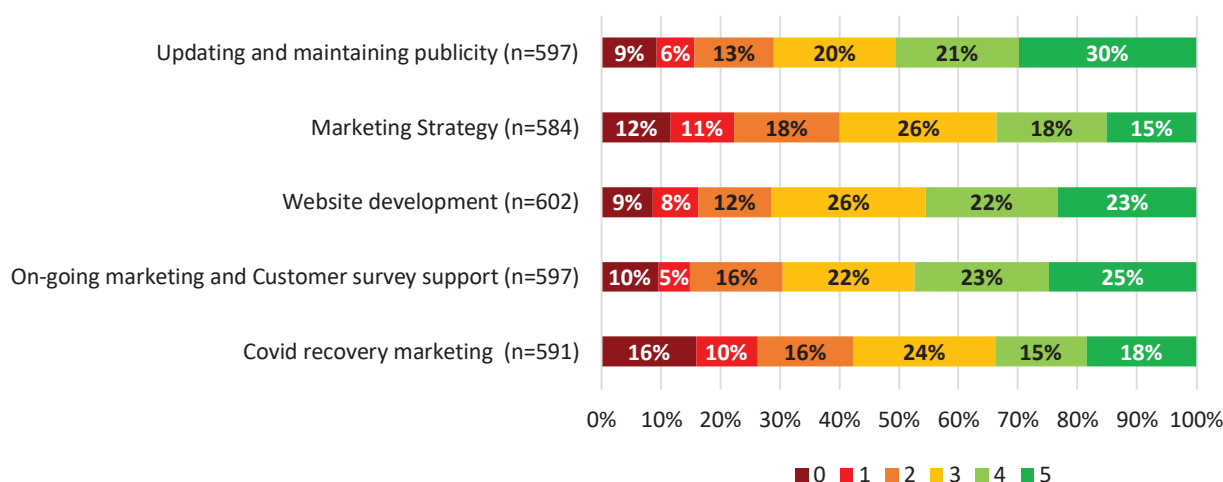
**Figure 3-16 - Importance of Bus Service Support measures**



## Marketing

- 3.6.18. The marketing measures proposed again indicated that a larger proportion considered these to be important, compared to being of no importance (Figure 3-17). *Updating and maintaining publicity* is the measure with the greatest proportion of respondents describing this as the most important measure (30%) while *Marketing Strategy* (15%) and *Covid Recovery Marketing* (18%) had a lower proportion of 'most important' scores and were far more balanced in terms of 'important / not important responses (41% scoring 0-2 vs 59% scoring 3-5 for *Marketing Strategy* and 42% scoring 0-2 vs 57% scoring 3-5 for *Covid Recovery Marketing*). For comparison for *Updating and maintaining publicity*, 28% scored 0-2 while 71% scored 3-5 on the importance scale).

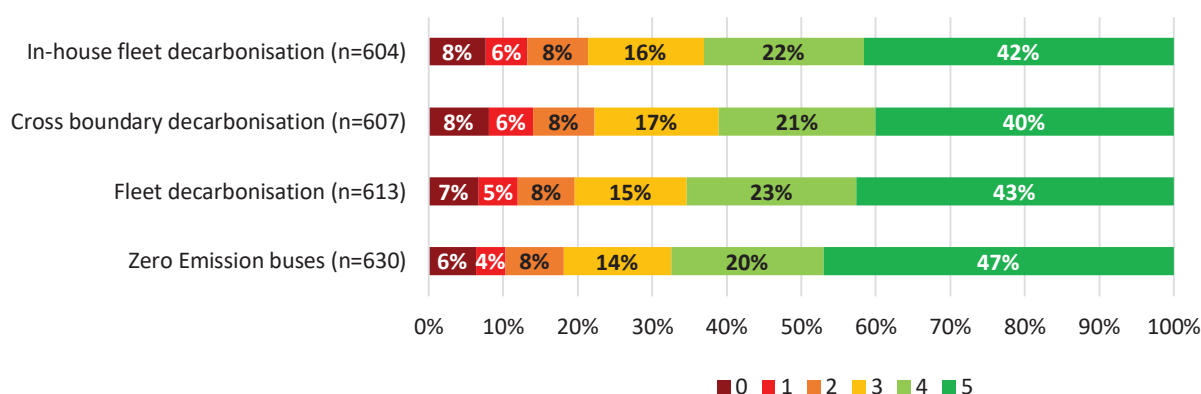
**Figure 3-17 - Importance of Marketing measures**



## Zero Emissions and Decarbonisation

- 3.6.19. It is not a surprise given the news around the Climate Emergency, that the Zero Emissions and Decarbonisation measures shown in Figure 3-18 are, in the main, considered important by respondents, with all measures having 40% or more considering them to be of greatest importance. Of these, *Zero Emission Buses* had the largest proportion considering them to be most important, followed by *Fleet decarbonisation* and *In-house fleet decarbonisation* (43% and 42% respectively).

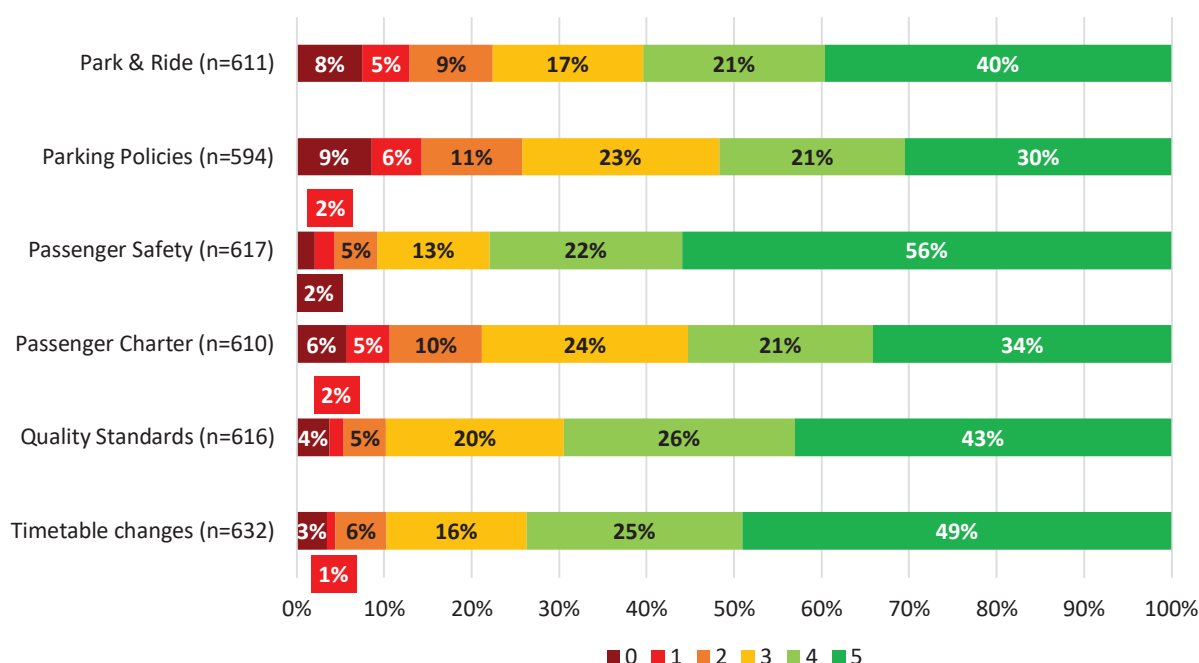
**Figure 3-18 - Importance of Zero Emissions and Decarbonisation measures**



### Other Measures

3.6.20. Finally, Other measures proposed are shown in Figure 3-19 and it is clear from these results that *Passenger Safety* is the most important issue, with over half of respondents (56%) scoring this as being most important. This is further emphasised by only 9% of respondents scoring this at the lower end of the importance scale (0-2) while 91% scored it to the higher end (3-5). *Timetable Changes* (49%) are also considered to be of most importance – with 90% of respondents scoring this at the higher end of the importance scale (3-5). Meanwhile *Quality Standards* (43%) also has a high importance rating with 89% of respondents scoring this at the higher end of the importance scale (3-5). Conversely *Parking Policy* has the lowest proportion towards the higher end of the importance scale (3-5) in this group, with 74%. However, this does indicate that all measures are considered important, although some are considered to be of greater importance compared with the other measures proposed.

**Figure 3-19 - Importance of Other Measures**



- 3.6.21. To conclude this section, the scoring system meant that most respondents would identify a measure to be important, thus the scale is somewhat skewed towards the higher values (3, 4 and 5). However, it is still possible from these data to ascertain what the most important measures are to respondents. Table 3-1 shows the measures in the EP with the largest proportion of respondents scoring these as being of greatest importance (i.e. giving them a score of '5' on the scale).
- 3.6.22. As can be seen, the most important measure was Passenger Safety (56%), followed by Low flat fares (51%), Timetable changes (49%), then Contactless ticketing, Zero Emission buses, Day Fare Capping (all 47%).
- 3.6.23. The measures with the lowest proportion of respondents identifying these as being of greatest importance were the Marketing Strategy (15%) and Covid recovery marketing (18%).

**Table 3-1 – Most important measures proposed in the EP**

Measure in Enhanced Partnership Scheme	Percentage scoring '5'
Passenger Safety (n=617)	56%
Low flat fares (n=624)	51%
Timetable changes (n=632)	49%
Contactless ticketing (n=632)	47%
Zero Emission buses (n=630)	47%
Day Fare Capping (n=619)	47%
Quality Standards (n=616)	43%
Fleet decarbonisation (n=613)	43%
In-house fleet decarbonisation (n=604)	42%
Cross boundary decarbonisation (n=607)	40%
Park & Ride (n=611)	40%
Tap on Tap off readers (n=619)	38%
Under 19 child fares (n=607)	36%
Place based feasibility studies (n=601)	36%
Bus stop & technology upgrades (n=642)	36%
Demand responsive roll out (n=619)	34%
Passenger Charter (n=610)	34%
Job seeker 50% fares (n=607)	33%
Recovery Support (n=573)	33%
Pump Prime new services (n=567)	32%
Next stop audio / visual announcements (n=635)	31%
Parking Policies (n=594)	30%
Updating and maintaining publicity (n=597)	30%
Mandate operators on common sections of route (n=582)	30%
Targeted promotional fares (n=596)	29%
Pump-Prime additional services (n=564)	29%
On-going marketing and Customer survey support (n=597)	25%
Harrogate Transport Improvement Programme (n=593)	24%
Website development (n=602)	23%
Localised ticketing company (n=588)	20%
Covid recovery marketing (n=591)	18%
Marketing Strategy (n=584)	15%

## 4 ANALYSIS: OPEN-ENDED RESPONSES

- 4.1.1. Respondents were asked to comment on the following questions within the survey.
- ♦ Q7 - Do you have any comments on the vision and objectives contained in the plan?
  - ♦ Q8 - Having read the above and looked at the content of the proposed scheme, do you have any comments?
  - ♦ Q10 - Do you have any further comments?
- 4.1.2. These open-ended comments were coded (as described in the Methodology chapter) and the key themes raised are presented within the tables below, by the number of occurrences. The sentiment of the key theme is also included, to demonstrate whether comments relating to the theme were positive (e.g. supporting the plan), negative (opposing the plan), or neutral / mixed.
- 4.1.3. The verbatim responses can be seen in **Appendix B**.

### Environment

**Table 4-1 – Comments that relate to the environment**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Support bus improvements to bring about shift from car use / modal shift	43	39	62	Mixed
Support bus improvements to reduce emissions / improve air quality (NetZero)	19	14	19	Mixed

- 4.1.4. When asked to provide any further comments to the survey (Q10), just over 9% of respondents indicated that bus travel should be used as a means to encourage modal shift away from the private vehicle. Similarly, some respondents stated that bus travel should be used to reduce emissions and / or improve air quality.

### General Supportive Comments

**Table 4-2 – General supportive comments**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Support the plan / this should happen	51	13	8	Positive
Improvements need to go further / do not go far enough	11	8	7	Positive
Should have been done sooner / needs to happen ASAP	6	3	1	Positive

- 4.1.5. As shown within Table 4-2, a number of respondents indicated general support towards the plan, with responses varying from agreement that the plan should happen, to highlighting that the plan does not go far enough, to urging that the plan is delivered as soon as possible. Just over 7% of respondents noted that they support the plan when commenting on the vision and objectives (Q7).



### Comments supporting elements of plan - Coordinated and integrated bus network

**Table 4-3 – Comments that support the plan element of a “Co-ordinated and integrated bus network”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Support roll out of DRT (YorBus)	8	11	5	Positive
Support Harrogate Transport Improvement Programme (HTIP)	1	0	1	Positive
Support minimum set notice period for non-emergency roadworks on bus routes	0	0	1	Positive

- 4.1.6. Several respondents indicated that they would support a roll out of DRT (YorBus), with their comments highlighting that DRT would benefit themselves and / or residents of rural villages, would provide a flexible transport option, and is key for those without access to a private vehicle.

### Comments supporting elements of plan - Simpler Payment and ticketing options

**Table 4-4 – Comments that support the plan element of a “Simpler Payment and ticketing options”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Support day fare capping by operators	8	5	2	Positive
Support enabling contactless payment on all services	8	1	1	Positive
Support working with operators to identify fare promotions	4	1	0	Positive
Support introduction of tap on tap off readers for buses	3	0	0	Positive
Support low fares on DRT (YorBus) services	2	0	1	Positive
Support consistent child qualifying age across all operators	0	0	0	Positive

- 4.1.7. Some respondents stated that they would support measures that provide simpler payment and ticketing options. Day fare capping by operators and contactless payment on all services received the most support within the open-ended comments, with respondents also supporting fare promotions through working with operators, tap on tap off readers for buses, and low fares on DRT (YorBus) services.

### Comments supporting elements of plan - Simple information

**Table 4-5 – Comments to that support the plan element of a “Simple information”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Support bus stop technology upgrades	6	1	0	Positive
Support development of website covering all services and operators in North Yorks.	5	0	0	Positive
Support short term Covid recovery promotions	1	0	0	Positive
Support establishment of marketing working group	0	0	0	Positive

- 4.1.8. The most frequently supported measures within this aspect of the plan were upgrades to bus stop technology, and the development of a website covering all services and operators in North Yorkshire. Support for these two measures was referenced by six respondents and five respondents respectively, when commenting on the vision and objectives.

### Comments supporting elements of plan - Customer service

**Table 4-6 – Comments that support the plan element of a “Customer service”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Support roll out of zero emission buses	7	4	5	Positive
Support passenger safety feasibility study	1	1	2	Positive
Support passenger charter	0	0	0	Positive

- 4.1.9. The roll out of zero emission buses received the most support via open-ended comments and was explicitly stated by seven respondents when providing comment on the vision and objectives.

### Comments generally opposing plan

**Table 4-7 – Comments that generally oppose the plan**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Uncertainty relating to funding	17	6	0	Negative
Waste of money / poor value for money	8	1	5	Negative
Waste of time - will have no impact	7	8	2	Negative
Oppose the plan / do not do this	2	4	0	Negative
Disruption caused to other road users	1	0	1	Negative

- 4.1.10. The most commonly provided reason for opposing the plan, was uncertainty relating to funding; this is unsurprising considering the available funding was unknown at the time of preparing the BSIP, EP Plan, and EP Scheme. Some respondents also commented that the plan would be a waste of time / money.

### Comments opposing elements of plan - Coordinated and integrated bus network

**Table 4-8 – Comments that oppose the plan element of a “Co-ordinated and integrated bus network”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Oppose roll out of DRT (YorBus)	5	8	4	Negative
Oppose Harrogate Transport Improvement Programme (HTIP)	0	0	1	Negative
Oppose minimum set notice period for non-emergency roadworks on bus routes	0	0	0	Negative

4.1.11. A few respondents stated that they would oppose a roll out of DRT (YorBus), with the following being the main reasons provided.

- ◆ DRT needs to be complementary to rural service provision.
- ◆ Rural communities need frequent and reliable services – DRT does not fulfil this role.
- ◆ DRT will not be fit for purpose if it doesn't allow users to pre-book.
- ◆ The roll out of DRT will lead to a further decline in rural bus service provision.

### Comments opposing elements of plan - Simpler Payment and ticketing options

**Table 4-9 – Comments that oppose the plan element of a “Simpler Payment and ticketing options”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Oppose low fares on DRT (YorBus) services	1	0	1	Negative
Oppose enabling contactless payment on all services	0	1	0	Negative
Oppose working with operators to identify fare promotions	0	0	0	Negative
Oppose introduction of tap on tap off readers for buses	0	0	1	Negative
Oppose day fare capping by operators	0	0	1	Negative
Oppose consistent child qualifying age across all operators	0	0	0	Negative

4.1.12. Very little opposition was expressed towards this aspect of the plan.

### Comments opposing elements of plan - Simple information

**Table 4-10 – Comments that oppose the plan element of a “Simple information”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Oppose bus stop technology upgrades	1	1	0	Negative
Oppose development of website covering all services and operators in North Yorks.	1	0	1	Negative
Oppose establishment of marketing working group	1	0	0	Negative
Oppose short term Covid recovery promotions	0	0	1	Negative

4.1.13. Very little opposition was expressed towards this aspect of the plan.

### Comments opposing elements of plan - Customer service

**Table 4-11 – Comments that support the plan element of a “Customer service”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Oppose roll out of zero emission buses	2	1	1	Negative
Oppose passenger safety feasibility study	0	0	0	Negative
Oppose passenger charter	0	0	0	Negative

4.1.14. The only proposed ‘Customer service measure to receive opposition was the roll out of zero emission buses, which is surprising given the high level of importance placed on these in the closed questions relating to the EP measures (see previous section).

## Comments with suggestions for / amendments for the plan – Suggested priority

**Table 4-12 – Comments with suggestions / amendments “Suggested priority”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Ensure bus services serve rural communities (e.g. small villages)	108	49	57	Mixed
Ensure bus services are affordable	54	35	39	Mixed
The plan should focus on re-instating services that have been cut and / or changed	48	13	21	Mixed
Ensure bus services serve working people (e.g. commuters)	41	19	17	Mixed
Ensure bus services are accessible for the elderly / mobility impaired (e.g. raised bus stops)	37	16	28	Mixed
Ensure bus services have simple payment and ticketing options	20	8	3	Mixed
Ensure bus services serve younger people (e.g. in education)	17	11	14	Mixed
Ensure bus services bring economic benefit (e.g. tourist access)	16	16	21	Mixed
Consideration needs to be given to those wishing to travel in / out of North Yorkshire	16	7	7	Mixed
Ensure information about bus services is simple and clear to understand	12	10	13	Mixed
First mile, last mile connectivity should be a key priority	8	7	12	Mixed
Ensure better customer service (including bus driver behaviour)	5	1	9	Mixed

- 4.1.15. The most frequently suggested priority was that bus services need to serve rural communities; this was highlighted by approximately 15% of respondents when commenting on the vision and objectives (Q7).
- 4.1.16. Respondents also expressed that bus services need to be affordable, and that re-instating services that have been cut should be a priority. The following BSIP measures support the outcome that services are affordable for all users.
- ◆ Support day fare capping by operators.
  - ◆ Support working with operators to identify fare promotions.
  - ◆ Support low fares on DRT (YorBus) services.
  - ◆ Support consistent child qualifying age across all operators.
- 4.1.17. Another common theme raised by respondents, was a need for bus services to serve working people; these comments usually centred around the requirement for an appropriate service frequency, and service start and finish times.
- 4.1.18. It was noted by respondents that bus services (and bus stops) need to be accessible for the elderly / mobility impaired. The BSIP includes minimum standards for vehicle accessibility to apply to all operators within the Charter.

## Comments with suggestions for / amendments for the plan – Suggested bus service attributes

**Table 4-13 – Comments with suggestions / amendments “Suggested bus service attributes”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
More frequent bus services (i.e. less waiting time)	96	35	43	Mixed
Later bus services (longer hours)	67	23	36	Mixed
Ensure bus services are well integrated (e.g. easier interchange and joint ticketing)	48	20	14	Mixed
More bus services	48	29	57	Mixed
More bus services on weekends (incl. Sundays)	35	14	19	Mixed
Services need to be punctual / reliable	32	22	29	Mixed
Earlier bus services (longer hours)	14	8	7	Mixed
Need smaller buses (e.g. more minibus services)	10	5	9	Mixed
More direct bus services (less changes)	10	7	7	Mixed
More passenger capacity / larger buses (e.g. less minibus services)	6	3	4	Mixed
Cleaner / better buses are needed (e.g. cleanliness)	4	2	13	Mixed
Faster journey times on buses (e.g. express routes / limited stops)	4	2	8	Mixed

- 4.1.19. Recurring themes raised by respondents included a need for more frequent bus services, bus services to run later into the evening, improved interchange between bus services and with other modes (e.g. rail, park and ride, and cycling), more bus services (more routes) to be provided, and more bus services to run on weekends (both Saturday and Sunday services were requested).
- 4.1.20. Respondents highlighted that bus services need to be reliable, which included respondents asking to be notified when a bus has been delayed or cancelled (in particular in rural areas with less frequent services).

### Comments with suggestions for / amendments for the plan – Suggestions relating to bus service interchange and connectivity

**Table 4-14 – Comments with suggestions / amendments “Suggestions relating to bus service interchange and connectivity”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Ensure buses are well linked to rail services	27	10	19	Mixed
Improvements to facilities are needed (e.g. installation of bus shelters)	11	2	5	Mixed
Ensure buses are well linked to park and ride facilities	7	5	18	Mixed
Ensure buses can be used by cyclists / cycle carriage	2	2	2	Mixed

- 4.1.21. Some respondents stated that bus services need to be well linked to rail services, and many of these respondents also referred to good interchange with other bus services. Other key themes raised were a need for bus services to have good interchange with park and ride facilities, and a need for improvements to facilities (including bus shelters, and stations / hubs).

### Comments with suggestions for / amendments for the plan – Suggested bus services / locations to be served

**Table 4-15 – Comments with suggestions / amendments “Suggested bus services / locations to be served”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Suggest bus to serve specific location	118	71	90	Mixed
Suggest improvements to a specific service / request for a service to be reinstated	60	21	35	Mixed
Suggest changes to bus timetable	33	4	17	Mixed
Suggested station / facilities to improve	11	4	10	Mixed

- 4.1.22. A significant number of respondents provided specific locations that they wish to be served by buses. These locations include villages and other urban areas, amenities (including hospitals), housing developments, and transport hubs (e.g. train stations, etc).
- 4.1.23. Respondents also requested that specific existing services are improved, specific services are reinstated, timetable changes are made to routes, and that stations and facilities are improved (e.g. raised bus stops, bus shelters, etc).



### Comments with suggestions for / amendments for the plan – Suggested plan alterations

**Table 4-16 – Comments with suggestions / amendments “Suggested plan alterations”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Suggested additional members to be included within the partnership	1	2	4	Mixed

- 4.1.24. A few respondents suggested that additional members need to be included within the EP Board and / or Performance Group.

### Comments with suggestions for / amendments for the plan – Approach to parking

**Table 4-17 – Comments with suggestions / amendments “Approach to parking”**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Parking should be retained	3	0	4	Mixed
Parking should be removed / restricted	0	1	2	Mixed

- 4.1.25. A small number of respondents referred to the need to retain or remove / restrict parking in relation to encouraging users to travel by bus, as opposed to private vehicle. The respondents in favour of removing parking stated that the removal of parking is necessary to encourage modal shift, whereas the respondents opposing the removal of parking said that public transport cannot be used instead of private car, and that removing parking would cause problems for those of who have no option but to travel by private vehicle.

## Other Comments

**Table 4-18 – Other Comments**

Theme	Count Q7	Count Q8	Count Q10	Sentiment
Criticism of Council / Authority / Operator	51	32	30	Negative
Criticism of information provided / plan documents	41	48	35	Negative
More information needed	36	15	23	/
Non-relevant comment (e.g. waste collection)	15	5	24	/
Question about proposals / query	14	7	18	/
No comment	5	29	11	/

- 4.1.26. Other comments were received, and varied from respondents requesting additional information, to criticism of various organisations, to feedback relating to the plan documentation.
- 4.1.27. Some responses were also received that were out of scope for the consultation and are grouped in the 'Non-relevant comment' code as shown above.

## 5 ADDITIONAL RESPONSES

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- 5.1.1. The following chapter covers those responses that were received in addition to those submitted via the questionnaire. These have been split into sections and are shown below.
- 5.1.2. Responses from Transport Focus and the Competition and Markets Authority are presented in their own section as key stakeholders, with remaining responses from organisations being presented as aggregated feedback following these. This is to maintain confidentiality and commercial sensitivity where applicable.
- 5.1.3. Please note that responses which were received by letter and email have not been included as appendices, as they contain information that could be used to identify respondents and that would breach GDPR.

### 5.2 TRANSPORT FOCUS

- 5.2.1. Transport Focus submitted a written response on 17<sup>th</sup> January 2022.
- 5.2.2. The feedback on the BSIP and EP is summarised in the bullet points below:
- ◆ Early engagement with passengers is welcome and hopefully continues.
  - ◆ Further information is requested when further details of funding are clarified.
  - ◆ Separate response issued to permit more detailed comments.
  - ◆ We expect that the Plan and Scheme reflect Transport Focus' national research into passenger priorities for improvement.
  - ◆ Pleased to see passenger satisfaction measures chosen as outcomes, but would prefer more clarity on how the Plan will enable targets to be met.
  - ◆ Understand that the bus industry faces considerable challenges as a result of the Covid19 pandemic and uncertainty over funding. More detail and timescales are needed.
  - ◆ Core measures: Buses running more often – The Partnership has the right agenda but need more information from feasibility studies prior to making a judgement.
  - ◆ Core measures: More Buses on time / faster journey times – Good to see targets to improve punctuality in Harrogate, Scarborough and Selby. Would like to see additional commitment in Bus Passenger Charter to keep passengers informed of delays and disruption.
  - ◆ Core measures: Better Value for Money – Welcome 50% fare for jobseekers and apprentices, plus implementing consistent child qualifying age across all operators offering 50% discount.
  - ◆ We welcome commitment to day fare capping, fare promotions and contactless payment.
  - ◆ We also welcome requirement for operators to accept each other's valid tickets on common sections of route, and the proposed single NYCC website for information.
  - ◆ More information needed on lower fares, flat fares and integrated fares.
  - ◆ Clarity on whether cash payment option will be retained is needed.
  - ◆ Welcome study into passenger safety and wish to see action taken depending on the study outcome (e.g. CCTV).
  - ◆ Welcome commitment to digital bus stop signs (e-ink) and technology upgrades at other bus stops. However, still wish for a printed timetable to be displayed, plus connection maps.
  - ◆ Welcome retrofitting of audio/visual announcements to buses, plus ensuring new vehicles have the technology as standard.
  - ◆ Welcome minimum standards for accessibility in the Charter and customer service enhancements for diversity and inclusion.

- ◆ Would recommend the Charter includes space for wheelchair or buggy (at least one) and if unavailable, alternative transport is provided.
- ◆ Confirm the importance of bus cleanliness based on own research and welcome commitment in BSIP to specify minimum standards for this.
- ◆ Appreciate invitation to the EP Board and Performance Group – but feel that obtaining informed local views is vital.
- ◆ Recommend including groups of people with protected characteristics and commit to passenger research to hear from a representative demographic.
- ◆ Noting that no plan exists to consult on how well the Enhanced Partnership is working. User representatives must be consulted beyond the surveys indicated in the Plan. More information on the surveys should be set out in the brief.
- ◆ Proposed mechanism for scheme variation (section 13 of the Plan) should only be used for minor modifications to the Scheme. Anything larger requires consultation with Transport Focus and statutory consultees.

5.2.3. Transport Focus are pleased to be involved and feel that they can help the Partnership by advising on the following:

- ◆ development of a Passenger Charter (initiated by the BSIP).
- ◆ improvements to complaints procedures.
- ◆ methodology for monitoring performance against passenger growth punctuality and reliability targets, with sufficient granularity to identify areas which require adjustment to plans.
- ◆ methodology for assessing performance against Passenger Charter commitments and on complaints handling revisions to BSIP and Passenger Charter.
- ◆ consultation with passengers on how well the EP is working.
- ◆ passenger information improvements.
- ◆ reporting of performance to passengers.

## 5.3 COMPETITIONS AND MARKETS AUTHORITY

5.3.1. The Competitions and Markets Authority (CMA) submitted a response on 7<sup>th</sup> February 2022

5.3.2. The feedback on the BSIP and EP provided was high-level, non-legally binding and can be summarised as follows:

- ◆ Authorities should consider the state of competition under the counterfactual (i.e. absent of the EP) and how it will be impacted by new requirements on operators. Appropriate transition periods may mitigate some impacts. Use of non-prescriptive/outcome-based objectives may give operators greater flexibility to deliver the objectives, but the authority in partnership with operators should consider the policy objectives to be delivered.
- ◆ Some EPs include flexible business models (e.g. Demand Responsive Transport), though the evidence base used varies. CMA encourage exploration of existing trials of these models and to learn from best practice by other authorities.
- ◆ Removal of single operator tickets will have a potentially significant impact on the incentives of operators to compete against each other. CMA encourage consultation with operators, so that those uncertain about the legal risks of offering multi-operator tickets are not excluded. Also recommend seeking legal advice to ensure any scheme is compliant with competition law as the CMA cannot provide this.

- ◆ Consultation with operators is encouraged where planning introducing refund guarantees on certain routes, so new schemes do not create the unintended consequence of providers not wanting to service routes or to enter the market.
- ◆ Where an authority wishes to require adoption of a standard livery or branding it is recommended that operator brands should be clearly visible, particularly on overlapping routes. Care should be given to the impact on operators of cross-border routes.
- ◆ Where governance arrangements do not include individual representation for each bus operator, CMA advise some form of shared representation (or similar) for smaller operators that might otherwise be excluded. Where larger operators have greater representation in governance arrangements, this should be defined by contestable criteria (e.g. total mileage) rather than fixed, named operators.
- ◆ Should you include exemptions, these should be clearly defined with objective criteria to give confidence these will be applied appropriately.

5.3.3. It should be noted that within the response from the CMA, the comments made were general and not specific to the particular elements of the proposals being consulted on. Despite this, the information provided is extremely valuable feedback for NYCC to use in developing the BSIP and EP proposals.

## 5.4 ORGANISATIONS

5.4.1. A total of **12 responses were received from organisations** regarding the consultation. Of these, one was to confirm receipt of documents, while the responses from Transport Focus and the Competition and Markets Authority (CMA) have been presented in the previous sections, directly above.

5.4.2. The remaining nine responses are summarised in this section, in terms of the issues raised in their responses. For GDPR compliance, we have presented these as aggregated findings to preserve the anonymity of respondents and ensure that no commercially sensitive information is presented. The organisational responses received are set out within Table 5-1 below.

**Table 5-1 – Organisational Responses**

Name of organisation	Date received
Transport Focus*	17 <sup>th</sup> Jan 2022
CMA - notified to say received documents	20 <sup>th</sup> Jan 2022
Action for Transport Yorkshire	27 <sup>th</sup> Jan 2022
Bedale Community Minibus	31 <sup>st</sup> Jan 2022
HarBus	4 <sup>th</sup> Feb 2022
Hambleton Community Action	7 <sup>th</sup> Feb 2022
CMA*	7 <sup>th</sup> Feb 2022
Aire Valley Rail Users	7 <sup>th</sup> Feb 2022
Transport Working group	7 <sup>th</sup> Feb 2022
Eskdaleside cum Ugglebarnby Parish Council	8 <sup>th</sup> Feb 2022
Moorbus	8 <sup>th</sup> Feb 2022
Grassington Parish Council	8 <sup>th</sup> Feb 2022

\* Please note, covered in previous sections

5.4.3. The main points raised by organisations are summarised in the bullet points below with those mentioned by more than one organisation being **bolded**:

- ◆ Welcome opportunity for new funding.
- ◆ Difficult to make comments / recommendations due to lack of committed funding.
- ◆ **Too much focus on towns / urban areas – which are already served (3 organisations).**
- ◆ **More focus needed on rural transport and connectivity (4 organisations).**
- ◆ Transport poverty in some parts of North Yorkshire due to sparse services.
- ◆ Funding directed at road improvements to benefit private car users.
- ◆ **Issues of long-term funding support (reduced relative funding) – more funds urgently needed (2 organisations).**
- ◆ Recovery of passenger numbers to pre-covid levels seems unrealistic.
- ◆ **More needs to be done to encourage modal shift from car use, to meet carbon targets i.e. climate emergency (7 organisations).**
- ◆ Funding should go directly to operators.
- ◆ **Public transport should be planned on a 'Yorkshire-wide' basis due to cross boundary journeys into other administrative areas (3 organisations).**
- ◆ **Some cross boundary routes to urban centres should be used to support the wider network as these are profitable (3 organisations).**
- ◆ **Opportunities for multimodal rail-bus trips (4 organisations).**
- ◆ **Need to recognise that Craven District is an important sub-regional transport hub – research by Craven DC suggests low-cost improvements which provide a ready-made blueprint for the BSIP (2 organisations).**
- ◆ **Need for greater focus on links to serve Skipton as a hub, with rail services. Current services are insufficient in the area (2 organisations).**
- ◆ **Lack of financial support for unprofitable Sunday services (3 organisations).**
- ◆ **Consider tourists using services / No mention of DalesBus and Moorsbus services which serve the Yorkshire Dales National Park and are important for tourism. Also no funding from NYCC for these. (4 organisations).**
- ◆ **Buses that don't operate 7 days a week limit access for people without cars (4 organisations).**
- ◆ Ageing population in North Yorkshire.
- ◆ Fares are too high in North Yorkshire to subsidise older travellers with passes.
- ◆ Buses are expensive to use, leading to declining use.
- ◆ **Welcome the concept of Demand Responsive Transport (DRT) (5 organisations).**
- ◆ **First mile – last mile connectivity is important (3 organisations).**
- ◆ **First mile – last mile connectivity is especially important to older users (2 organisations).**
- ◆ **DRT is useful but shouldn't be a substitute for scheduled bus services (2 organisations).**
- ◆ YorBus DRT fulfils a useful role but operates in competition (and with lower fares) than the scheduled services.
- ◆ **Need a regular, hourly bus service operating 7 days a week – e.g. between the main market towns and rail stations. (6 organisations).**
- ◆ BSIP should prioritise a network of high quality, regular clock-face services, starting at travel - to-work/education times and continuing to early evening.

- ◆ **Need to provide buses that operate into the evening / lack of evening bus services (4 organisations).**
- ◆ **Suggest that Demand Responsive Transport could be designed to meet scheduled bus or rail services, making it possible to pre-book these. Good for personal safety and security. (2 organisations).**
- ◆ Difficulty accessing services for those without a smart phone.
- ◆ Insufficient justification for BSIP plans – no evaluation methodology.
- ◆ Enhanced Bus Partnership needs more representation from smaller operators (including community bus services).
- ◆ Concern over local representation in Partnership Board.
- ◆ **Urge consideration of ‘Total Transport’ approach in conjunction with the health sector (2 organisations).**
- ◆ Concerns over YorBus satisfaction surveys only asking those that have used the service not those that have experienced difficulty booking.
- ◆ **YorBus DRT funding appears unsustainable due to low fares (2 organisations).**
- ◆ Should an approach similar to the Community Rail Partnerships to involve local people.
- ◆ **Connectivity between bus services is important for integration (2 organisations).**
- ◆ Co-design of bus interventions with users should be used instead of consultation.
- ◆ **Bus connectivity is vital to provide access to opportunities (3 organisations).**
- ◆ **Ensure sufficient information on bus services is available (e.g. real time information, apps timetables etc.) (2 organisations).**
- ◆ **Efforts should be made to decarbonise the bus services (e.g. hydrogen or electric vehicles) (2 organisations).**
- ◆ A simplified fare structure should be adopted, including multi-operator ticketing.
- ◆ **Buses should be inclusive and accessible to disabled users (2 organisations).**
- ◆ Bus operators should work collaboratively to avoid duplication of services on some routes.
- ◆ Bus operators should manage fluctuations in capacity, e.g. carrying goods or parcels during low demand periods.
- ◆ Economic consequences of losing bus services (e.g. services closing down).
- ◆ Need to be usable by young people for education / socialising to encourage use and establish a bus use habit.
- ◆ Providing buses to underserved areas is a more important use of funds than zero emission buses.
- ◆ Need to enhance bus network to service developments / growing population.
- ◆ Further consultation is needed on proposals.
- ◆ Local bus service provision is good but do not wish to see any reduction in service provision.



## 5.5 EASY READ RESPONSES

- 5.5.1. A total of **10 Easy Read Responses** were received during the consultation period. These are summarised below.

**Table 5-2 - Please tick one box to tell us which part of North Yorkshire you live in**

Please tick one box to tell us which part of North Yorkshire you live in	
Scarborough/Whitby/ Ryedale	5
Hambleton/Richmondshire	1
Harrogate/ Knaresborough/ Ripon	
Craven	
Selby	4
Other	

- 5.5.2. Half of respondents were from Scarborough / Whitby / Ryedale, with four respondents from Selby and one from Hambleton / Richmondshire. There were no respondents from Harrogate / Knaresborough / Ripon, or Craven, or any other locations.

**Table 5-3 - Please tick a box to tell us how old you are**

Please tick a box to tell us how old you are	
I am 10 to 19 years old	
I am 20 to 29 years old	1
I am 30 to 39 years old	2
I am 40 to 49 years old	3
I am 50 to 59 years old	2
I am 60 to 69 years old	1
I am 70 to 79 years old	1

- 5.5.3. Easy Read respondents came from a range of age groups, with the largest number being from the 40 to 49 age category, while none were in the 10 to 19 years old age category.

**Table 5-4 - Please tick a box to tell us how often you use the bus**

Please tick a box to tell us how often you use the bus	
Every Day	
Once or twice a week	5
A few times a month	4
I do not use the bus	1

- 5.5.4. Half of respondents use the bus once or twice a week, while four use it a few times a month and one respondent does not use the bus. None of the respondents use the bus every day.

**Table 5-5 - If you use the bus, please tick a box to tell us why you use the bus**

If you use the bus, please tick a box to tell us why you use the bus	
To get to work	
To go to school or college	
To go and meet friends or family	7
To go to the doctors / hospital / dentist	1
Other	1

- 5.5.5. By far the largest number of respondents (77% of those who responded to this question) use the bus to meet friends or family, while one respondent uses it to access healthcare destinations and one for reaching 'other' locations.

**Table 5-6 - If you do not use the bus, please tick the box to tell us why you do not**

If you do not use the bus, please tick the box to tell us why you do not	
There is not a bus for me to use	
The times of the buses are not good for me	1
The cost of the bus is too much money	
I feel scared and worried to catch the bus	1
Other	

- 5.5.6. While bus users were not supposed to respond to this question, only one respondent does not use the bus. However, two respondents gave reasons for not using the bus – these being, the times of the bus not being convenient and fears and concerns around catching the bus.

**Table 5-7 - If we receive some money from the government what should we spend our money on? Please tick 3 boxes. There are some more boxes on the next page.**

If we receive some money from the government, what should we spend our money on? Please tick 3 boxes. There are some more boxes on the next page.	
Making roads better and faster for buses. For example giving buses their own lanes on the road.	1
Making bus stops better by improving seating and shelters.	9
Making bus tickets cheaper and easier to understand.	3
Making it easier to pay for tickets on the bus.	3
Put more bus services on at weekends and evenings.	7
Provide better information on buses and make it easy to understand.	5
Use buses that are more environmentally friendly and do not produce as much pollution.	2
Look at places where park and ride would work.	

- 5.5.7. Table 5-7 shows the priorities for investment should funding be received from the government. Respondents were able to select more than one priority option for this question.
- 5.5.8. The main priority for respondents to the Easy Read questionnaire was making improvements to bus shelters (nine respondents out of 10 – 90%). This was followed by seven respondents who wanted to see more bus services operating at weekends and on evenings. Better information on bus services was also mentioned as an important priority for five respondents.
- 5.5.9. None of the respondents wanted potential locations for Park & Ride to be explored.

## 5.6 INDIVIDUAL RESPONSES

- 5.6.1. A total of **49 responses were received from individuals** separate to the consultation questionnaire.
- 5.6.2. Similarly to the open-ended comments to the survey, these individual responses have been coded, and the key themes raised are presented within the tables below. Any themes in the codeframe that did not appear in the individual responses, have not been included in the following tables.

### Environment

**Table 5-8 – Comments that relate to the environment**

Theme	Count	Sentiment
Support bus improvements to bring about shift from car use / modal shift	6	Mixed
Support bus improvements to reduce emissions / improve air quality (NetZero)	5	Mixed

- 5.6.3. Six respondents support the use of improvements to bring about modal shift from car use, while five support NetZero ambitions to reduce emissions and improve air quality (12% and 10% of all individual respondents respectively).

### Comments supporting or opposing the plan

**Table 5-9 – Comments that support or oppose the plan**

Theme	Count	Sentiment
Improvements need to go further / do not go far enough	1	Positive
Support day fare capping by operators	1	Positive
Uncertainty relating to funding	1	Negative

- 5.6.4. Single respondents said that the Plan does not go far enough, that they supported daily fare capping by operators, while one had concerns around the uncertainty of funding being secured to deliver the BSIP and EP.

## Comments with suggestions for / amendments for the plan – Suggested priority

**Table 5-10 – Comments with suggestions / amendments “Suggested priority”**

Theme	Count	Sentiment
Ensure bus services bring economic benefit (e.g. tourist access)	7	Mixed
Ensure bus services are affordable	7	Mixed
Ensure bus services are accessible for the elderly / mobility impaired (e.g. raised bus stops)	7	Mixed
Ensure bus services serve younger people (e.g. in education)	6	Mixed
Ensure bus services serve rural communities (e.g. small villages)	6	Mixed
The plan should focus on re-instating services that have been cut and / or changed	6	Mixed
Ensure information about bus services is simple and clear to understand	4	Mixed
First mile, last mile connectivity should be a key priority	2	Mixed
Ensure bus services serve working people (e.g. commuters)	1	Mixed
Ensure better customer service (including bus driver behaviour)	1	Mixed
Consideration needs to be given to those wishing to travel in / out of North Yorkshire	1	Mixed

- 5.6.5.** The main suggested priorities from individual respondents were to ensure that bus services bring about economic benefits, such as access to tourism, ensuring that services are affordable and that they are accessible to vulnerable users such as the elderly and mobility impaired (seven respondents for each).
- 5.6.6.** Cross border trips and customer service improvements were the least mentioned interventions among the individual responses received.

### Comments with suggestions for / amendments for the plan – Suggested bus service attributes

**Table 5-11 – Comments with suggestions / amendments “Suggested bus service attributes”**

Theme	Count	Sentiment
Later bus services (longer hours)	16	Mixed
More bus services	10	Mixed
More bus services on weekends (incl. Sundays)	9	Mixed
Ensure bus services are well integrated (e.g. easier interchange and joint ticketing)	7	Mixed
More direct bus services (less changes)	5	Mixed
Earlier bus services (longer hours)	3	Mixed
More frequent bus services (i.e. less waiting time)	3	Mixed
Services need to be punctual / reliable	3	Mixed
Faster journey times on buses (e.g. express routes / limited stops)	1	Mixed
More passenger capacity / larger buses (e.g. less minibus services)	1	Mixed
Need smaller buses (e.g. more minibus services)	1	Mixed
Cleaner / better buses are needed (e.g. cleanliness)	1	Mixed

- 5.6.7. In terms of suggestions to the bus service attributes, the most mentioned improvement was longer hours (16 respondents) followed by more bus services (10 respondents) and more bus services on weekends (including Sundays) (nine respondents).

### Comments with suggestions for / amendments for the plan – Suggestions relating to bus service interchange and connectivity

**Table 5-12 – Comments with suggestions / amendments “Suggestions relating to bus service interchange and connectivity”**

Theme	Count	Sentiment
Ensure buses are well linked to rail services	6	Mixed
Ensure buses are well linked to park and ride facilities	1	Mixed

- 5.6.8. In terms of suggestions relating to bus service interchange and connectivity – the most frequently mentioned issue was ensuring that buses are well integrated with rail services. Meanwhile only one respondent mentioned connections to Park & Ride facilities. This is also paralleled in the low importance placed on Park & Ride in the Easy Read responses.

### Comments with suggestions for / amendments for the plan – Suggested bus services / locations to be served

**Table 5-13 – Comments with suggestions / amendments “Suggested bus services / locations to be served”**

Theme	Count	Sentiment
Suggest bus to serve specific location	29	Mixed
Suggest improvements to a specific service / request for a service to be reinstated	19	Mixed
Suggested station / facilities to improve	3	Mixed
Suggest changes to bus timetable	2	Mixed

- 5.6.9. A total of 29 respondents (59%) requested buses be provided to serve a particular location. Meanwhile 19 respondents (39%) suggested improvements to a specific service or made a request for a service to be reinstated.

### Other Comments

**Table 5-14 – Other Comments**

Theme	Count	Sentiment
Criticism of Council / Authority / Operator	12	Negative
Criticism of information provided / plan documents	7	Negative
Question about proposals / query	5	/
Non-relevant comment (e.g. waste collection)	2	/
More information needed	1	/

- 5.6.10. Finally, of the other comments received in the individual responses, a total of 12 people made criticism of the authority or operator, while seven people criticised the information provided as part of the consultation.
- 5.6.11. Other respondents posed questions, asked for more information or made comments which were out of scope of the consultation activity.

## 6 SUMMARY

- 6.1.1. The BSIP and EP consultation ran between 10 January 2022 and 7 February 2022, during which time a total of 719 questionnaire responses were received (717 online and two postal), plus 10 Easy Read surveys, 11 letters from organisations and 49 pieces of correspondence from individuals. This means that a total of 789 responses were received overall from all sources.
- 6.1.2. The key findings from the **questionnaire responses** are listed below:
- ◆ Over half of respondents (57%) agreed with the vision and objectives set out in the Plan – comprising 46% who agreed and 11% who strongly agreed. Meanwhile 13% disagree overall (disagree and strongly disagree) with the Plan.
  - ◆ Residents of Harrogate consider the implementation of the HTIP to be of great importance (49% rating this as ‘most important’).
  - ◆ There is significantly more support for U19 Child Fares among Under 19s and 19-25 year olds, compared against older age groups – with those aged 26-35 least likely to consider this issue important.
  - ◆ Zero emissions and decarbonisation measures have strong support.
  - ◆ The most important issue among respondents was passenger safety (56% rating this of most importance) followed by low flat fares (51%) and timetable changes (49%).
  - ◆ At the opposite end of the scale, the issues that were considered to be least important are marketing related – with 15% for the marketing strategy measure and 18% for the Covid recovery marketing measure.
- 6.1.3. Among **open comments**, there is considerable mention of support for bus improvements to bring about modal shift from car. There is also support for the roll out of the YorBus DRT service.
- ◆ A key issue among open responses is ensuring that bus services serve rural communities, highlighted by approximately 15% of respondents commenting on the vision and objectives.
  - ◆ Affordability was also a key issue.
  - ◆ In terms of bus service attributes, a large number of comments called for more frequent bus services, and also for longer operating hours – such as later bus services.
  - ◆ There were a considerable number of respondents calling for bus services to be reinstated, while many also called for buses to serve particular locations. This information has been logged and is available to NYCC for further consideration.
- 6.1.4. The key findings from the **Easy Read surveys** are listed below:
- ◆ Most respondents use the bus to visit friends and family.
  - ◆ The main priorities for investment were Making bus stops better by improving seating and shelters (9 respondents out of 10), followed by putting on more weekend and evening services (7 out of 10) and providing better information on buses, that is easy to understand (5 out of 10).
  - ◆ Park & Ride was not considered important as a priority for investment among the Easy Read respondents.
- 6.1.5. The key findings from the **Organisation responses** are listed below:
- ◆ Transport Focus welcomed many of the measures but made requests for additions to the Plan. This included the importance of obtaining informed local views on the proposals, working with



people of protected characteristics and that the proposed scheme variation mechanism should only be used for minor modifications.

- ◆ The Competitions and Markets Authority provided helpful feedback, which while not specific to North Yorkshire – did highlight the impact of single operator tickets on competition as well as taking steps that ensured that changes did not result in commercial operators not wishing to operate a route. The importance of including smaller bus operators in discussions to develop the Plans further was also mentioned as a key consideration.
- ◆ Among the other organisations, a large amount of feedback was obtained. The most prevalent among the responses was the need to encourage modal shift from car use, to meet carbon targets (seven organisations mentioning). Other comments included the need to operate regular, hourly bus services 7-days a week linking towns and key transport hubs (six organisations). Other comments welcomed the presence of DRT services but noted that they should not be at the expense of scheduled bus services. There was also a note that buses need to enhance cross-border links as well as serving connections with rail stations.

6.1.6. The key findings from the **individual responses** are listed below:

- ◆ Individual respondents supported the use of bus improvements to bring about modal shift from car use (6 respondents).
- ◆ Suggested priorities were to provide bus services for economic benefit (e.g. tourist access), followed by affordable fares and ensuring accessibility for vulnerable users (the elderly and mobility impaired).
- ◆ Suggestions for amendments to bus service attributes included later running services (16 respondents), followed by more bus services (11) and more services running on weekends (9).
- ◆ In respect of bus connectivity, six respondents wished to ensure that buses are well integrated with rail services. Meanwhile only one respondent mentioned connections to Park & Ride facilities. This is also paralleled in the low importance placed on Park & Ride in the Easy Read responses.

# Appendix A

## QUESTIONNAIRE

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## Enhanced Partnership Consultation

In March 2021 the government published 'Bus Back Better: National strategy for buses'. The strategy outlined a timeline for local authorities to adhere to in order to receive future funding for buses. The timescales government set were as follows:

- **June 2021:** Local Transport Authorities will need commit to establishing Enhanced Partnerships under the Bus Services Act or the LTA should begin the statutory process of franchising services.
- **End of October 2021:** Each LTA will need to publish a local Bus Service Improvement Plan.
- **From April 2022:** LTAs will need to have an Enhanced Partnership in place, or be following the statutory process to decide whether to implement a franchising scheme, to access the new discretionary streams of bus funding. Only services operated or measures taken under an Enhanced Partnership or where a franchising scheme has been made will be eligible to receive the new funding streams.

The authority has now published a local bus service improvement plan (BSIP) which can be viewed [here](#).

We are now in the process of preparing our Enhanced Partnership (EP) Plan and Scheme which is heavily influenced by the published BSIP. An Enhanced Partnership is a statutory partnership between one or more Local Transport Authority and their local bus operators that sets out how they will work together to deliver the BSIP outcomes. The EP plan is based on the BSIP outlining improvements to bus services that the EP will aim to deliver, and the scheme is as an accompanying document that sets out the requirements that need to be met to achieve the BSIP outcomes.

We would like to hear your views on the content of the councils EP plan and Scheme. We are seeking views on all measures contained in the BSIP which will help shape future schemes once funding is announced from Department for Transport.

Details of the proposals can be found on the council website, please read all the relevant material before completing this consultation. This consultation is aimed at gathering views on various measures identified through the BSIP, these measures have been agreed through engagement with operators and stakeholders. This consultation is not looking at detailed information on the specifics of bus routing.

We ask for all comments to be submitted by 11.59pm on Monday 7 February 2022. If you require information in another format (e.g. large print, braille, audio, other language) please phone on 01609 780 780 or email [epconsultation@northyorks.gov.uk](mailto:epconsultation@northyorks.gov.uk)

If you would like to know more about how your information will be handled please read our privacy notice which can be found [here](#).

## **Section 1 – Responding to the consultation**

1) Are you responding to this consultation as an:

- ☐ Individual
- ☐ Organisation / Group (**If yes, please continue to section 2, question 6**)
- ☐ Other

If organisation / group please specify who (Please do not include anything, which might identify you or another person).....

2) Which district / borough do you live in?

- ☐ Richmondshire
- ☐ Craven
- ☐ Selby
- ☐ Scarborough
- ☐ Harrogate
- ☐ Ryedale
- ☐ Hambleton
- ☐ None of the above

If none of the above, please specify broad location (Please do not include anything, which might identify you or another person).....

3) Are you currently a bus user?

- ☐ Yes
- ☐ No (**If no, please continue to question 4**)

3a) If yes, how often do you use the bus?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Other

3b) What is your main purpose for using the bus?

- ☐ Work
- ☐ Education
- ☐ Leisure
- ☐ Access healthcare
- ☐ Other, please specify .....

4) If no, what is the main reason for not using the bus?

- ☐ Availability of services
- ☐ Time services operate are not convenient
- ☐ Cost
- ☐ Safety
- ☐ Other, please specify.....

5) Which of these age groups do you belong too?

- ☐ Under 19
- ☐ 19 – 25
- ☐ 26 – 35
- ☐ 36 – 44
- ☐ 45 – 59
- ☐ 60 and over
- ☐ Prefer not to say

## **Section 2 – The Enhanced Partnership Plan**

The Enhanced Partnership Plan mirrors the content of the North Yorkshire Bus Service Improvement Plan. It sets out the overall vision and objectives for bus transport in North Yorkshire. Information on the plan and the BSIP can be found on the webpage.

6) To what extent do you agree with the vision and objectives set out in the plan?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree or disagree
- ☐ Disagree
- ☐ Strongly disagree

7) Do you have any comments on the vision and objectives contained in the plan?

.....  
.....

## **Section 3 – The Enhanced Partnership Scheme**

The Enhanced Partnership Scheme (EP Scheme) is a legal document that sets out the precise detail of what will be delivered in order to achieve the BSIP aims and Objectives. At this time we are proposing putting forward one measure to be included within the EP Scheme, details of the scheme can be found on the website.

Please note at the time of writing and publishing this consultation the Department for Transport had not made an announcement on the funding LTAs will receive, therefor whilst the scheme may seem

light, we want to take this opportunity to review views on all the measures included in the BSIP, a number of which will likely form part of future EP schemes once the funding has been announced.

More detailed Information on the individual measures listed below can be found on the website.

- 8) Having read the above and looked at the content of the proposed scheme, do you have any comments?

.....

- 9) Using a scale of **0 (Not very Important) to 5 (very Important)** please rank the following measures:

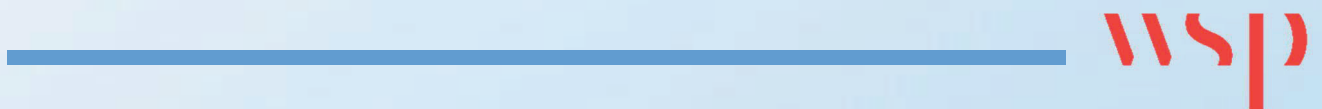
		0	1	2	3	4	5
Bus Priority Infrastructure	Harrogate transport improvement programme						
	Place based feasibility studies						
Other Infrastructure	Bus stop & technology upgrades						
	Demand responsive roll out						
	Next stop audio / visual announcements.						
Fares Support	Under 19 child fares						
	Targeted promotional fares						
	Low flat fares						
	Job seeker 50% fares						
	Day Fare Capping						
Ticketing Reform	Tap on Tap off readers						
	Contactless ticketing						
	Localised ticketing company						
	Mandate operators on common sections of route						
Bus Service Support	Recovery Support						
	Pump-Prime additional services						
	Pump Prime new services						
Marketing	Covid recovery marketing						
	On-going marketing and Customer survey support						
	Website development						
	Marketing Strategy						
	Updating and maintaining publicity						
Zero Emissions and Decarbonisation	Zero Emission buses						
	Fleet decarbonisation						
	Cross boundary decarbonisation						
	In-house fleet decarbonisation						
Other Measures	Timetable changes						
	Quality Standards						
	Passenger Charter						
	Passenger Safety						
	Parking Policies						
	Park & Ride						

- 10) Do you have any further comments?

.....

# Appendix B

## **VERBATIM OPEN-ENDED COMMENTS**





**Table B-1 – Question 7: Do you have any comments on the vision and objectives contained in the plan?**

Make it cheap and accessible for everyone, have student prices. Improve bus service in and around whitby
This is not user friendly to digest for the average person. After reading lots of links and a 27 page doc still no idea exactly what is proposed and how it is different from what has been said for years. I DO NOT think you should "Develop a new coherent website covering all services and operators in North Yorkshire." as there are already websites that do this such as Traveline.info which should be improved further, not creating more websites.
Doesn't seem to offer any major improvement to the existing network with more evening/Sunday services and frequent services.
There is a need to include customer service training for drivers.
It fails to provide adequate service
Buses are now impossible to use. It takes at least two to get to anywhere, with a wait in between, two back with a longer wait and with no certainty that the last bus of the day (about teatime) will actually arrive so you would be stranded.
Staxton needs more bus routes that can be caught from the village. For example, Filey and the villages to Bridlington. Plus whitby.
I particularly welcome the plan to link bus services with rail services. Currently there is no public transport for Thirsk station, despite it being a mile from the town centre. I was disappointed that there seems to be no explicit mention of fitting bus services around the needs of the working population. What work has been done with major employers in the region to assess how workers currently travel to work and what bus routes could be established to enable more of them to travel to work by bus? Is there going to be a strategy to implement routes between the market towns in the area, at times that will enable people to use them to travel to and from work? There is a lot of mention of the social value of bus services, but this must include the ability to use them to access work and training. This would be life changing for young people and those on low incomes. It's vital that buses in rural areas stop being viewed as solely a 'shopping service' for older people.
Too many empty busses on the road. We need less of them not more. I don't want a penny of my council tax to be spent on this
Need at least few late night time runs to pontefract York from sherburn in elmet and on a Sunday some bus service
Does not go far enough in securing useable services for villages. Need hub and spoke effect - identify key towns as service centres and then provide accessible reasonably frequent services to surrounding villages.
Emphasis needs to be more on addressing the balance in rural areas. You talk of enhancements to buses, special fair introductions and joined up services but surely the first step is ensuring there is actually a decent bus service to start off with. The lack of evening services really is shocking. I can get to skipton at night from Leeds but can get no further towards settle by public transport!
We need to get the late bus 42 on Friday and Saturday back in use. There are plenty of users but little support from our councillors.
I think there should be a clear objective for increased bus use to target reduction of car use - to reduce congestion, improve air quality in town centres and cut carbon emissions. This allows for financial benefits to be accrued to any scheme. Also didn't see anything about increased mobility for the elderly - who are the most dependent on buses.
Very complex information provided.
More integration with rail services needed. Night time economies such as York, Leeds, even Tadcaster and Selby suffer due to lack of evening services to villages
Bus service isn't frequent enough through villages and buses aren't accessible to York after 17:30 and there is no service on Sundays
vision and objectives laudable but unclear about anything tangible
It looks good as an overall plan but when it comes to local services it is extremely light on detail, particulalry in the Craven District, where some services are so inconvenient as to be unusable and soon will be withdrawn.

No, seems right enough.
The plan does little to address the needs of potential bus users, which NYCC probably doesn't even know. The current system is based purely on the surviving fragments of a network dating back decades, the vestige of years of pruning back services piecemeal. The approach should be to wipe away everything and planning a new network from scratch, designed to meet potential users' needs and aspirations and provide new travel opportunities. It is scandalous that no regular service runs west of Bedale, for example, or that Northallerton has no town service linking Brompton with Romanby, people instead relying on taxis, which are expensive and can be difficult to arrange. It is equally appalling that no evening services operate in the Hambleton area, depriving residents of social and other opportunities which people living elsewhere enjoy without a second thought. The link between Northallerton and Richmond is so poor, it may as well not exist - people cannot travel from Northallerton to Richmond for work. Many services peter out during mid afternoon. Little detail is given about bus/rail integration and Northallerton doesn't seem to be mentioned in this respect. Whilst I understand the daunting lack of resources resulting from central government cuts over a long, long time, the County Council needs to consider closely its own poor record in supporting services and the very low priority given to public transport in this respect.
more services into areas for tourists or day visitors
The challenge is to achieve this in rural areas, but I admire the ambition
This strategy is very welcome. It's important to have a good bus service in North Yorkshire - it will reduce reliance on cars, help the environment whilst keeping people connected.
Sadly the whole plan appears to further expand on connect the county's big towns with cities outside the county and not providing local services for the county's residents. In Craven buses after 6pm are almost non existent unless you want to go to Keighley and Bradford, so the opportunity for leisure travel and a night out thus benefiting the North Yorkshire economy is lost.
Vision refers to 'local communities' but doesn't reflect need for public transport to support visitor economy and reduce congestion in our national parks and market towns. There is no reference in the vision and objectives to the bus service supporting the country and county's progress to net zero - e.g. through modal shift and through decarbonisation of our bus fleet. The objectives make no reference to frequency of service, which is a key factor in the (lack of) attractiveness of our existing network.
There needs to be more weekend buses from villages such as Linton On Ouse to York on a weekend and later return times so we could go out for an evening in York.
The vision is good it is all about whether it is possible to get around Northallerton from the surrounding estates into work in town at work time for 8.30 in a morning
Prices need to be lowered and maybe 3 buses per hour from Skipton to Keighley or change the timetable. 3 buses leave Keighley bus station within 5 minutes of each other Skipton, Burnley & Ilkley and they all travel the same way to Steeton, why not space them out slightly.
they need more buses even smaller ones later at night
Need more frequent buses. The more rural areas tend to miss out on new buses and instead they are invested in large towns and cities.
I think it's unlikely to make me use buses. Services for young people are so expensive it is easier for parents to get together and drive children to school.
The plan notes the benefits of the Coastliner service that connects Scarborough and Malton to York and Leeds. The 36 also connects Harrogate to Leeds and Ripon. However, the connectivity between York and Selby and Leeds is missing. While the plan notes improving integration and coordination of services, it may be worth considering a dedicated service that directly connects the major areas of North Yorkshire in a single looped route. Finally, I think that the 'first mile, last mile' initiative highlights the greatest barrier to accessing public transport and should be a key priority - routes that require transfers (e.g. Switching between buses or from bus to train) are not disability friendly, can add further difficulty or confusion to journey planning and fares, and make journeys less desirable, therefore posing a significant barrier to potential bus users.
the 42 bus service from drax to york needs improvements. the last bus leaves york at 2.45pm which means you likely have to cut short any activities you were doing., and sometimes when i don't finish college until 5, i have no way of getting to my dad's house as the bus leaves drax at 4.10pm. the buses have too long intervals between them which can result in missed appointments, etc. there also needs to be a sunday service to allow easier access to selby and york.
All good

<p>Given the rural nature of the county, with the exception of Harrogate and Scarborough I would not want to see public money being used to upgrade to zero emission buses. Local air quality is not generally an issue elsewhere and so this would not be best use of a limited budget. Noted that in the plan, you cite falling ridership over the last decade. During this time, council funding for buses has reduced significantly and many routes have seen cuts to mileage operated. To what extent have (a) a general reduction in mileage, and (b) more specifically the drop from hourly to 2-hourly service on many routes, been responsible for this decline in ridership? In other words, if service levels were restored to where they were 10 years ago then how much would we expect ridership to increase? Poor connectivity between infrequent services is a real issue in some areas. The poster child for this is the A684 corridor between Northallerton and Hawes. Only on Sunday is an end-to-end journey anything other than a nightmare. On Saturday, it isn't even possible. On weekdays, passengers will often have long waits at Bedale and Leyburn, and the dismally short operating hours of the 155 make a return journey impractical for most people. There is a lot more that needs to be done to ensure that buses are timed to connect with each other and with trains, including just running buses to the railway station! (eg 80/89 would really benefit from connecting to Northallerton station, both for residents to travel further afield and to bring in tourists). Use of minibuses on increasing number of services is problematic. Many are not accessible to wheelchairs, do not have any destination display at all, are not buggy-friendly, are not easy to use for people with limited mobility, have little or no space for luggage, and their restricted capacity means the services can't be used by groups, eg walking clubs.</p>
<p>It's made too difficult because of the lack of funding information.</p>
<p>The critical thing far above the vision is that there must be a regular and reliable service which serves the villages. Currently the service does not have enough buses on an evening and night.</p>
<p>Visions are all very well but unless you are willing to fund buses to that link out of the way villages at regular intervals it is not going to help those of us who really need it to relieve the social isolation when the roads are too dangerous for us to walk beyond the confines of our village.</p>
<p>The vision sees a chasm between urban and rural bus services. If there was a genuine desire to increase bus usage then fare control and increased services with sensible timings so as to allow travellers to achieve objectives such as shopping, library visits, doctors appointments and visiting friends/relatives is needed. Too often buses arrive at the local commercial/social centre only to depart either almost immediately or after an excessive wait, the next timetable bus allows a return journey, usually after a long and cold length of time at the commercial/social centre.</p>
<p>The plan does nothing to address the true needs and thus retain the "lost generation" by improving the rural bus provision outside the major urban areas of the county. It is only possible to travel between them and not to them from rural areas in a real sense. The true level of rural bus provision is dramatically overstated through the use of average availabilities giving the impression that two hourly services are common in rural areas when the reality is nearer weekly provision. Such a service level will never have any influence in improving the lives of the majority in the county or reducing car use in reality as the vast majority of North Yorkshire has no alternative at all. The level of urban provision needs to be reduced in favour of rural to give more options to a wider population. In addition the level of urban in terms of Park and Ride buses is absurd with too many during the day and none in the late evening resulting in anybody who is out for a theatre trip or similar no option but driving into town centres if they leave rurally.</p>
<p>We need a bus service but I guess we also need to use it!</p>
<p>Currently it takes me 3 hours to get buses, train and taxi to work and costs me £60 return when I don't have a car. Unified cheap bus fares with good frequency I would use bus services more</p>
<p>Rural services have been reduced to almost nothing. From a daily (sometimes twice daily) bus twenty years ago we're down to one bus a week, so unsurprisingly people use their cars. People will use transport if it's available, simple to access and reliable - at present the rural bus service is none of these.</p>
<p>Regular bus service is needed in outlying villages with sensible pricing to encourage people to use the buses.</p>
<p>Any actions that improve bus services is good!</p>
<p>It's very difficult to give considered feedback on the plans, given that the detail is quite sparse (I do appreciate that this is related to the fact that there is still no knowledge of the level of funding that will come from central government).</p>
<p>Accessibility of bus stops/route is not mentioned. If you are new to areas/a tourist it can be difficult to find bus stops, where the bus is going, frequency, journey times etc. Then also access to the bus stops and boarding buses if you have limited mobility-are there dropped curbs and safe crossing points?</p>

For me the main barrier to using the bus more often is the cost. I have read the targets regarding fares and although I agree with them and think they are a good step in the right direction, I don't think they are sufficient. They leave out people like me, who are neither young nor old enough to benefit from reduced fares and are neither students or unemployed, still having to pay exorbitant amounts for their bus fares. The cost for me to go to work by bus is simply more than I can afford.
If you want NY residents to use public transport to travel to their places of work, then you must provide buses that will get them there - bus services that start after 9am are of no use to the working person
A more integrated transport system with clear and easily available information would encourage me to use buses more often
we not had a bus services through our village for over 10,years or more can't get to Pateley Bridges Harrogate Ripon with out a car can't support local events
There is plenty of improvement initiatives included here for the larger areas of the county but little in the way outlying villages are to be improved. The needs of people resident in these outlying areas do not differ significantly to the more inner city types. There is a need for regular services, from base to destination and return via the same route and evening/weekend services all be it at less regular intervals. Any attempt to increase car parking charges or their availability and restrict on street parking in an attempt to force car users onto busses would fail dramatically and lead to more car use and longer journeys to outlying shopping centres and supermarkets.
Not enough commitment to actually provide buses to rural villages. We pay the same council tax as towns but have no service
Vision sounds OK. Objectives do not meet the vision. Say nothing about frequency, only about reliability. Only mention integration with supported services, not with trains or commercial services. Nothing about improving bus/bus or bus/rail integration.
the withdrawal of the number 9/9a bus is detrimental to so many people aged 60 and over. this service is a lifeline to so many people on this route. A great many elderly people rely on this route in and out of the town centre. I believe very little thought has gone into this decision Please REVERSE this as soon as possible. Thankyou
There should be more emphasis on frequency of service as an important aspect of quality of service.
More focus on rural communities and frequency of buses throughout the year not just during tourist season
A major factor in whether I personally take the bus has been the reliability of the service (Richmond/Colburn) Also, the high fare rate (£5.40 return last time I used a bus for an 8 mile round trip) Please could a local boundary ticket (like those used in Darlington) be looked at for journeys between Richmond and Colburn/Catterick Garrison
There are no circumstances where I can see our villages getting a good bus route. At the moment, one village gets no buses entering and the other is very limited - 1 bus every hour or so and they stop at 5.30!
Sadly, I think this plan is pie in the sky and would only be feasible with many millions of funding, indeed, more than the total amount that the Government had pledged for the entire country. In addition, I am very disappointed that my suggestions regarding local transport initiatives have been completely ignored. I have a track record in this area for the 42 bus service where a community initiative was able to bring back Sat night and Sunday services after NYCC cut subsidies. I have suggested ways that NYCC could work more closely with local groups if they are offering funding.
We live in Carleton and are bus service does not start till 09:15 which is no good for getting to work and last bus is 15:00 from Skipton. There are no buses on a Saturday at all. Contactless would be great too.
Need a more accessible bus service running later in the evening
If the buses could be more disabled friendly and not mini buses, it would make life easier as a disabled person. The buses used for the routes Leyburn to Bedale are not accessible. Disabled people are becoming isolated.
Very vague and non-specific for rural areas
The bus from bedale to Northallerton need be running every half hour cause full any with how it at the moment. And a hour is long time to wait if just missed it. And for every that should wear masks to wear them. There is a lot people want the bus running back half hour. The people that sort it out should come sit on the bus when it full.
Regular bus services all day including evenings, seven days a week linking all communities in North Yorkshire together with a comprehensive network of town services in all urban areas including Northallerton, Ripon, Richmond, Selby and Whitby should be a priority



The idea of splitting up North Yorkshire into more separate areas seems ridiculous. Take a leaf from Tracey Brabin in West Yorkshire where the WHOLE COUNTY of West Yorkshire is now integrated as one and has a much easier and understandable objective. And much better value for money. Unite North Yorkshire, don't divide it up even more for heavens sake!?
It's great to read that it has been recognised that certain areas of North Yorkshire have limited bus provision. Connectivity between rural, semi rural communities is important.
Need to look at new improved bus routes. Where I live in Ryther there are no bus services from Selby or Tadcaster
please improve the dreadful bus service in Wombledon
As I live south of Selby (and only just in North Yorkshire) we are continually overlooked when it comes to any services and in particular Public Transport, any extra service in this area has to be welcomed.
Would like a better tie up with the bus services . Eg have a 1 HR 40 min wait in Ripon for the 22 to York . The 73 from Northallerton due in bedale 5 minutes after the 159 to masham is due to leave Apart from the connection problems we are very happy with the drivers etc
it does not go far enough to make public transport an option to be chosen over private vehicles
I use the 73 service which is generally ok but would like to be able to get to other destinations with good connections having bought one ticket for the entire journey which isn't possible now and connections at Northallerton or Bedale seem haphazard. If implemented I expect I would use the buses significantly more
There needs to be better bus routes to villages and remote areas of the county.
Great rhetoric but can we make it happen? Priorities should be sufficient frequency and low cost of services to make alternatives less attractive, plus ensuring timings at start and end of day meet work and social needs. Integration with other transport, especially trains, needs to be built in
Absolutely love YorBus concept, please extend, improve and stick with it. I'm really keen that the 36 bus route is integrated with park and ride in Leeds Harrogate north and south and Ripon so that there is an ultra frequent service and users might transfer to bus earlier in their journey. Finally on tickets, there should be no occasion where tickets are operator specific, that is barmy and it would be even better if train and bus tickets between Leeds Harrogate York were interchangeable Thank you
There needs to be an integrated bus service for all parts of North Yorkshire. In Ripon the round the town bus service finishes at 3 p.m. and there are no buses between 12 and 2 p.m. which means that accessing health appointments is very difficult particularly for older people who are not able to walk any distance. There is also no service at weekends or on Bank Holidays which means it is difficult to get to town to either catch the 36 bus or attend events which happen at weekends. There are some parts of the city that have no service to the centre at all. Some of the outlying villages near to Ripon do not have a service either. The service does not help anyone who may have to get to work. The Yorbus does not seem to cater for anyone who needs to get to work etc regularly. I was told by a person in the Yorbus office that if I needed to get somewhere at a specific time then the Yorbus was not for me. There needs to be more frequent buses to York from Ripon and these need to be earlier in the morning and later in the evening so that people can actually go out without having to use a car.
concerned that the focus is heavily on Harrogate, Selby, Scarborough. As a resident of Hambleton, I am in effect, subsidising their superior bus service
a. Your idea of a coherent pan-NorthYorks web site is excellent b. you mention feasibility/expense of running services in the more rural parts of North Yorks; I am amazed and appalled that there is no regular bus service from Northallerton to the James Cook hospital. The stress of getting to/from must be a huge strain mentally and financially on local people. c. If costs don't run to buses - consider smaller vehicles. Cordoba in Spain runs an impressive fleet of electric mini buses. d. Consider a scheme for older/infirm/disabled people to travel to/from their GP, hospital etc like Taxicard , run by Transport for London: this offers those that qualify a subsidised taxi journey
It is essential that Whitby bus station has electronic displays, as does every other bus station I have been to. Some towns and cities have an electronic display on every bus stop, so why not my area? We don't all have smartphones to tell us when and if the next scheduled bus will come, and if it will actually have any seats available. Too often I have waited in the rain and wind (no shelter) for an infrequent bus in my village, which either didn't come, was very late or wouldn't pick me up.
The plan doesn't give enough thought to the environmental impact and in encouraging people to use public transport and leave their car at home. I live in Embsay. On week days the first bus leaves the village for Skipton after 9 am and the last bus leaves Skipton to return to the village before 5 pm. Embsay is a commuter village for Skipton (and beyond via the railway and other bus networks). All these commuters

are having to use their cars for journeys of 2 miles because there are no suitable buses - this has a huge impact to the environment. The buses that do go into town are only partly full and mainly by Seniors who don't pay any way. On Saturdays there are no buses at all. These same commuters who have to use their car to go to work, also have to take the car to do their weekly shop. Why not have a saturday bus service that went from the villages to the various supermarkets on a Saturday to encourage more people to shop via the bus. More and more houses are being built in Embsay and other similar commuter villages and that's more and more people having to use their cars for journeys of 2 miles or less - a huge environmental impact.
Would like park and ride service to be able to pick up and drop off to make more use of it
The emphasis seems to be on enhancing services which are already running frequently and are currently financially viable rather than trying to improve existing infrequent services in the more remote part of the county e.g. Craven, Richmondshire. It lacks ambition and seems to be all just about doing what already works well better.
Partnership with trains essential - eg X93 arrives 4 mins before Scarborough Malton York train departs so cannot be used for commuting
As a Richmond resident who uses the bus service to Darlington (the frequency of which has been cut by 50% over the past few years) I would like to see Richmond connected with more frequent services to other towns in the area such as Leyburn, Northallerton and Barnard Castle. We are reluctant car owners with a single car for our family of three and would like very much not to replace our vehicle in favour of being reliant on car share schemes (of which there are none as far as I know) and public transport, which is currently not fit for purpose. I welcome the bus improvement proposals and hope that they will lead to a SIGNIFICANT improvement.
I think it is an essential part of our strategy to avert climate disaster to promote bus (and train) use, and de-incentivise individual private car use
Yes i get the need to improve the way we purchase tickets but do we need to spend loads on marketing a bus service if you provide a better service with a route that is right for the services. And why do we need to dress up our bus stops with e ink display when most people have mobiles and if you are correct in developing a new website that a qr code at every stop would allow you to gather the same information. I mean i do most of my planning on google maps or even apple maps which has the door to door information.
Prices need reducing, routes need more buses early morning and early evening
Should include stronger services for the Smeatons villages
Living in a small village with currently no bus service it would be great to have demand responsive transport.
Put disagree as cant see a mention of leyburn and thats where i live and we have a very very sparse bus service. Theres 1 bus a day go to catterick garrison to then enable more bus service locations to be able to go onto elsewhere. This isnt adequate at all and when my daughter went to college i had to pay £70 a month for college bus to darlington amd she only used it twice a week. Theres needs to be a better service frequency from leyburn to connecting places such as catterick or richmond
The 95 bus service Whitby to Sleights was cut back so much that I had to buy a car to get to work! Last bus is 5.03pm in winter I finish work at 5.30. Earliest is 8.30 I start work at 8.30! Lack of early or late buses make getting to work on time impossible. Go back to a more work friendly timetable.
Visions and objectives mean nothing without concrete plans on how to achieve them. These draft plans are just meaningless
I live in Whitby, where all our bus routes have suffered from cuts to services. It has affected our community, especially elderly people who are stuck in their houses and can't visit friends and family. Whitby needs small, electric buses with routes that take in all the estates and areas The only option most people have is to use cars. If we had the bus option, it would cut down on pollution and the terrible traffic congestion we suffer with.
Not much encouragement is given to people to swop their cars for public transport. There is too much traffic on the roads. there also need to be more bus stops (the distance between bus stops can be between 2 to 10 miles apart) and pavements for pedestrians to get to bus stops.
these would be better bullet pointed, it is very difficult to find clear objectives.
The knob Mackenzie couldn't organise a piss up in a brewery , stop giving contracts to his mates who are cowboy operators

More inclusive network is required linking the market towns / villages to industrial areas to aid workforce mobility and fill hundreds of roles available.
Buses should run later to smaller villages/towns such as easingwold from York /Thirsk to support trains. There is an appetite for it. Currently a lot of rain users are having to use taxi services but only as there is no current bus service
This is too lengthy and difficult to understand if you've not been included from the beginning. People will not take the time to comment because of this and the survey will not reflect the people you should be getting views from. You can move ahead with your plans but if you don't include the people properly is it worth it, are you really doing it for the users or is it another paper exercise to tick the box?
Buses should run to offer a 'no brainer' to car journeys i.e. buses that take you to large towns and offer 3hrs in between trips allowing time for shopping, meet a friend, some lunch Buses that travel direct to and from hospitals at regular intervals and into the evening to allow visits, appointments etc thus alleviating the horrendous parking problems and cost Buses direct to towns around business hours with leeway either side allowing for a quick shop, drink or meeting The way we use buses is changing - you will never be able to remove dependency on cars in our rural areas so need to rethink buses timetables to supplement car use not replace it. The generation who use their bus passes are dying out and we must change the way we view bus journeys. If we can make bus timetables link in with modern car ownership life, provide regular, stable timetables so people can replace their stressful and expensive car trips with a bus that is value for money and reliable word will get round and bus use will increase. It's chicken and egg - if people find planning a trip on a bus difficult (which currently it is 'very') they'll stop trying. If the time it takes is too long or the time at the end destination is too short and there's no flexibility, they'll take the car. Buses need to provide a simple service that offers an alternative to a car journey that is more appealing in every way. Best of luck
Allow more buses to cover parts of the area that don't have one, I have to walk 2 blocks to the bus stop with no shelter because they stopped the buses on the west cliff of Whitby and Stakesby road area. Also I think we need buses earlier and later as needed not everyone can be off work by 6 or 7pm and taxis cost too much
Need evening bus services .perhaps Fridays and Saturdays.ie Bedale to Masham,or Northallerton or Leyburn
The vision appears to give little thought to mobility impaired people. Mention is made of "accessible buses" which in my experience in a wheelchair, they all are but no reference is made to raised bus stops. I live near a rural village with, in theory, access to 6 bus stops but only one is raised. To use the others I climb up a steep ramp from the level of the road. Leaving the bus down such a steep ramp is scary. 2 bus stops have shelters but lack a safe way into them as no pavements exist. Improving access for elderly and disabled people would lead to increased usage.
I don't agree because it's not possible to deliver a quality, robust, reliable, affordable, accessible service if the funding is cut. It's all a nice idea but there's no point in churning out strategies, visions and objectives if the funding is inadequate.
Make it so it can be understood.
BSIP is 65 pages of largely waffle which could have been condensed into a far shorter document. I dread to think how many man hours went into writing it. It does not show much vision and does not address traffic congestion in Northallerton or access from Northallerton to improved bus services to eg Thirsk, Ripon, Richmond. What about a decent bus station in Northallerton and improved connections with the railway station? What about the Bedale/Northallerton service being returned to half hourly?
Lots of positives with clean, modern, reliable buses. Pricing deters me from using more.
There was a presumption that all of Craven would be visiting Keighley alone. A very large part of Craven do not have any intention of visiting Keighley for their services. There is also Kendal and Lancaster that provide services.
I live near the border between Craven/Lancashire/Cumbria and it's impossible to get to/from hospital appointments in any of the 3 nearest hospitals (Airedale, Westmorland General or Royal Lancaster)
I do feel that the amount of cuts that have been made to local bus routes in recent years does make it difficult for users to work around the times. I myself have been affected by bus routes times and working hours. On days where I have used the bus to work I have had to start late and finish early to be able to get the bus home. There is also a lack of late services on a lot of routes, especially the 73 which is a main road route. My service is 54 which has three drops a day and if you can't work your life around them you basically can't travel on the bus.



Support any plan that provides affordable transport for people .
I personally believe more buses are needed in rural areas to allow young people to travel
Information not clear and succinct.
Improvements to ticketing, information and customer service are very important and infrastructure improvements are always welcome, but for me the glaring omission was the lack of discernible will to deliver major upgrades to the quality of bus service that most residents of North Yorkshire have access to. Driving modal shift from private transport by car to public transport by bus should have been a central aim of this plan, which would help to reduce the negative mental and physical health effects of congestion, the number of deaths on the county's roads and, most crucially, the transport sector's significant contribution to the climate crisis, with rural areas generally responsible for more carbon emissions per head than urban areas (according to TfN's Transport Decarbonisation Strategy). The answers to key questions such as the following should have been sought: - How many more daily commutes will it be possible to make using public transport after the implementation of this plan? - How many cars can be taken off busy A-roads by increased public transport on routes with no rail alternative? - How can the bus network be best integrated with rail services to provide last-mile connections, enabling seamless multimodal journeys? - What is the reason for existence of bus services in North Yorkshire - to provide a lifeline for small communities who would not otherwise have access to vital services; to drive modal shift by providing a fast, frequent and affordable service to connect population centres so that there is a viable alternative to travelling around the majority of the county by car, with social, environmental and economic benefits; or both? This philosophy should apply to all public transport policy, but with rail provision absent in many parts of the county, buses (should) form the backbone of North Yorkshire's public transport network, and a landmark opportunity to reshape our bus network should have been used to tackle these questions head-on.
As a resident of Craven, whose nearest town is in Lancashire, I am concerned that Stagecoach is withdrawing its services in my area. Before you start thinking about improving bus services, perhaps you should concentrate on protecting the services we are about to lose. Many people rely on the buses to get about. We need regular buses, with a timetable that will allow us to travel back to our outlying villages in the evenings. The last bus to my village leaves Lancaster at 5pm. I can't get to my preferred town of Skipton on the bus, except by taking a roundabout route.
I could not really understand how the financials were going to pan out. Currently, our bus is a much reduced service as no contractor wanted to take it on. The consequence was the local parish councils putting money in to keep the two evening services running. My understanding that pressure to provide buses that met new emission regulation and the like meant more financial pressure being put on the operator . I see that new technology is on the plan which will again , I assume, be met by the operator. Personally, I think priority has to be given to cost for a normal paying adult as these are the people the money is coming from. If infrastructure costs are pushed onto the contractor then pressure on prices follows. If it costs the same for 2 adults to get a taxi as getting 2 one way bus tickets then a taxi they will get. If the majority of users are bus passes then the service is not viable. Bus passes should be means tested . Also worth noting was the huge cost of one way compared to return journeys. This totally discourages one way use. We have recently opened a campsite in the village of thorganby . The bus into York is it's biggest draw. That said, my biggest complaint from campers is the lack of Sunday service. We did have a Sunday service but was lost along with evening service. The fullest bus I have seen in my 20 years living in thorganby has been the Friday and Saturday evening one into York - locally known as the party bus. Originally it left thorganby at 7 and left from merchantgate at 1130pm. Those, particularly in thorganby and wheldrake, regularly used this service to the point that the parish councils have subsidised it when it was going to be cancelled. Unfortunately, the service was changed to outward journey of 8 arrival in York and return at 11pm. This alteration had a dramatic effect on its usefulness as it became hard to fit in getting to a restaurant in the timescale plus the massive cost of a one way journey compared
As long as we get more busses and existing routes are not removed or depleted we love to travel by bus. Currently we are restricted to where we can travel due to not being able to return as busses have stopped running at about 5pm
To include Thirsk on bus timetables on Sundays from York and return To have buses later in the day from York to Thirsk to enable local people to work in York
Subsidies need to be increased to help the elderly and disabled. We have seen swathing cuts in our local bus services in Scarborough and many outlying areas in the North of town are virtually stranded or left to pay expensive taxi rates.

Please add card readers and make all buses more frequently
We need more local buses. I'd to get to the hospital
All we need is earlier and later buses with card machines on
Does not cover cross border access to local hospitals and at present no direct access from Whitby to any hospital
You have not listened to local people's views at all So many people will miss put on opportunities because you have decided what's best without consultations in the right areas with the right people. Think about people who cannot access apps, can't make phonecalls and just want a decent bus route with structure. I have had to turn down jobs due to the unreliable bus routes. Please listen and don't make this just a tick box exercise. The 73 bedake bus route needs to go back to every half an hour. Every hour is totally unfair.
There is a great need to coordinate services between operators and local authorities
Advertise comparison the difference between cost of car travel and parking for work or leisure. Dont reimburse people who claim expenses for travel which include car travel.
The buses NEED to connect with other services to provide better links around the county and MOST OF ALL. RUN ON TIME
At the moment the bus service in Scarborough is poor
I am a pensioner - I used to travel into town each dy to shop however since you have changed he routes etc of the current buses my bus no longer exists. The bus in question is the 9A /9 which I used to catch on North Marine Road and which took me to the centre of town ie Aberreeb Walk/York Place. The only bus I can get now is a 7 minute walk away in another direction - and you need to get off at the railway station which is quite a walk from the centre of town. The bus which was cancelled was only one n hour (as is the Leeds bus which we are compelled to get) and their was no bus running on a Sunday or bank holidays. There are a lot of pensioners who rely on this bus bu most unfortunately are not so savvy as to use a computer. In a nut shell I cannot say how the bus service can improve as I do not have such a service!!
Make the plan simpler and more direct to read, I fell asleep at one point. All I want are regular bus services Monday to Sunday throughout the main parts of Ryedale, Craven and Wharfedale including Upper Wharfedale, not mickey mouse and his minibus once or twice a day with 50 people trying to cram on to it like last Summer!
Too many bus routes have been removed from Scarborough, I have lost a lot of clients and have the few customers that still attend my business telling me on a daily basis how disruptive & how poor planning has upset their daily routines.
Any improvements will be appreciated.
Not very strong links between catterick/northallerton unable to get there for work at the hospital for start of shift 07:30
Your vision is your vision not bus users vision
The consultation described in the document was very limited and York Bus Forum were not contacted, even though some areas of York depend partly or fully on services from North Yorkshire.
To be fair I can't be bothered to read it. Just want a scheduled bus to turn up
Will improvements ever happen
The vision and objectives do not address the gaps in connectivity between the south of Hambleton and Northallerton in the North, nor the ability to travel east or west in North Yorkshire. With considerable housebuilding and relative population growth in the Easingwold area in recent years, population density and commuting traffic has increased as there are no bus services oriented towards serving the working population. There are also no services providing access to shopping or service facilities at Clifton Moor in the south, Thirsk (barely) or Northallerton in the north. This drives more car dependency and leaves those without car access deprived of access, increasing exclusion and poverty.
Service frequency maps contain errors in the Craven District. I see no improvements to the services in the Ingleton area
It does not go far enough. We need an integrated system whereby you can use all forms of transport on the same ticket. Eg bus/tram to railhead, rail to cover medium/long distance, then bus/ at railhead destination. This would significantly reduce road transport emissions, improve congestion in major towns and cities
it really is necessary for the buses to be reliable and on time, arriving late for appointments is not satisfactory.

A plan to improve is good but I think a clearer objective to offer a reliable frequent and cheap service less based on serving the centre of town only is needed.
I do not know anyone that is a user that has been consulted so how do you know what a customer requires
I would welcome a longer season of the moorsbus service as I am a keen walker. A cheaper pricing structure with a maximum rover price would help. I live in Kirkbymoorside and find it very expensive to go to scarbrough etc. The Ryedale Community buses are good value for money but not very regular. A bus that runs later in the day from York, Scarborough would help as would a linking up of different services.
No mention of faster more direct express services between major hubs
To be honest it's impossible to say as there is so much waffle that I'm not prepared to read. For the ordinary public who aren't familiar with "local-authority-speak" please use plain English, don't keep referencing other links, and just summarise the whole thing in simple bullet points. I have worked in several public offices and none of them seem able to put facts down plainly.
none
The vision is very vague. The theory is good but not specific.
I applaud the intention but feel that in reality it will be very difficult for it to be successful. Not when it involves private profit making companies.
Have one LOW price for everyone. Why not have smaller buses running more frequently. You can't rely on getting to work for 9am from outlying villages without catching a bus at 7am. Then you can't get home after 6pm.
Strong plan which would lead to progress and recognises many of the positives that exist in current provision across the county. I think it could go further though. As someone who moved from London to Knaresborough last year, I've been really impressed with the buses to Harrogate - frequency, speed, charging points etc - and use them more than the train or my car (apart from just before Christmas when I felt the Covid risk was too high from unmasked passengers). I didn't expect this to be the case when I first arrived! However I feel there's a missed opportunity from the 36 passing near but not through Knaresborough: we could do with direct bus provision to Leeds, which I'd use for work. Why not York and the coast too? I hope the partnership and networks approach outlined in the plan leads to that but I don't see any firm commitment. Additionally, I'm writing this while on holiday in rural Pembrokeshire, where even in January there are some limited bus services (several a day, just once a week) which enable access to coastal and other popular walking routes. I see few, if any, such routes in our county and - as a member of a walking club which covers the Dales and Moors - I'd love to see something like this. We try to car-share but inevitably end up with many vehicles piling into one small rural area for our meets, which can't be right. In summary, I'd urge you to go further and faster please.
More bus shelters in villages, and buses that are easy to get on and off.
Obviously any aim to improve bus services is good but it is hard to comment unless we can see definite proposals - routes, timetables, prices etc. To what extent is this consultation a tick box exercise? buses are often used by the most vulnerable in society, many of whom are unlikely to complete this survey.
I want to use public transport to help the environment, but this is impossible in the villages outside the A170 corridor. I am considering having to move house when I get too old to drive. This is not something I really want to do.
Would like the service from Skipton to Leeds re-instated. Two new housing estates have been built in this area and no public transport available except a bus to Embsay. There is also a community bus which runs on very limited timetable on weekdays.
They do not cover the Craven area sufficiently and Skipton where I live. The plan is not dynamic enough. Insufficient thinking out of the box.
Radical changes need to be implemented regarding bus services for Great Ayton that's a fact. Especially for those people who are front line workers & those whom are employed at 60
Difficult to take in it is so long, complicated and repetitive. Have a feeling we have heard it all before and it will, as ever, come down to the excuse that NYCC cannot afford to support the bus services.
Bus fares are horrendously expensive. Eg, the last time I took the bus it was nearly £10 return for a simple trip to the nearest town (less than 20mins drive in the car). The plan you've set out includes only discounts if you are a child or on benefits. Fares in general need to come down massively and then people will start using busses. As of now, the price is unjustifiably high and people my age generally refuse to use it and would rather just buy a second car!
Rural isolation and lack of access to essential services not adequately addressed in the plan

Theoretically a fine concept, the devil is in the detail, in reality this will only deal with the more urbanised areas of the county and suggestions about parking charges and highway alterations are not calculated to improve overall transport
Doesn't really address the issues of rural areas.
What I need are more frequent bus service between Grassington and Skipton and regular weekday bus service between Skipton and Harrogate. The plans seem unconcerned by the paucity of rural services in Craven.
While the vision and objectives are appropriate and there is discussion on bus frequency and evening and weekend services, I cannot see recognition of how the timings of the services through the day impact on the 'usability' of a service.
Travelling between areas is a nightmare. If I want to go to northallerton I have to get one bus into Richmond from Colburn and then another bus from Richmond to Northallerton (hospital OP visits). The bus x26 does not always get to Richmond on time to make the Northallerton bus. If I need to go to the main GP practice in Catterick village I need to get a bus to Richmond then another bus to Catterick village. Same if I want to go to a Scorton ,Brompton on swale etc.. There needs to be a more joined up service. The area around Colburn has grown extensively in the last few years but the bus service has become so much worse. The x26 does not always run to time and some buses missing from the schedule. Buses are 25 past and 5 to the hour. The cost of bus travel is expensive.
More consideration needs to be given to elderly and disabled passengers
The NYA is large so , I strongly agree with A " localised " approach, and one that looks to enhance the use of public transport and out of cars .
More consultation on bus routes at LOCAL LEVEL and not planned from an office miles away with no knowledge of area demands
The plan does not meet all the needs of community transport requirements. In particular the proposed Direct Response Transport proposals. The present YorBus service for Bedale does not include provision for all of the outlying villages. The service requires the use of a smartphone and for passengers to be at a designated bus stop. In most areas these are not sheltered and offer no protection in inclement weather. In Bedale area there is a density of elderly persons and in a survey of people attending doctors surgery nearly 50% were aged between 61 and upwards. The service could not be not generally used for small organisations to travel to outings, functions or small schools to attend inter school activities. A number of residents in the area due to their disability can only be transported on a door-door service basis.
Buses should never have been deregulated
I would love to use the bus. No Sunday service, no bank holiday service, no service after 18:00. I have to catch two buses and change in Knaresborough. If there was a bus I would go to the theatre, the cinema, a restaurant, I could get to and from the railway station and see my family in Ilkley.
I would like there too be no charge to all customers to promote greater bus use which would reduce car. Use
I would like to see more focus on the 'first mile/last mile' problem by committing to installing bicycle storage (e.g on the front of the buses) Additionally, although potentially out of the scope of this proposal, I would like to see buses brought back under public ownership
It doesn't seem to deal with Children attending school out of the catchment, to service a village, extending service in rural areas will stop people being so isolated, services on a Sunday would encourage money to be spent in the locality.
It doesn't address the need to drastically reduce public transport charges as has been achieved in many European countries to encourage better public use and reduce number of cars.
I don't think increasing car parking charges is the answer. In the rural districts there will never be enough rural public transport available to make it a viable option.
Does not do a lot for Whitby where I live, which has many houses built and a reduced bus service. Friends who live near Lidl had their bus route removed.
By and large I agree, although we need to address environmental issues and remain focused on the need for regularity of services and affordability.
I'm going round in circles with this - it's very difficult to follow - far too much to read it needs to be simplified
The bus service in and around Scarborough has been depleted to the extent that people have become house bound. Others have resorted back to using their car, areas have been cut off from schools, healthcare and shops. That's when the buses turn up.



More buses needed to Filey on an evening so people can travel from work
Does the vision include Skipton and surrounding villages!!!! = no mention. This area needs more local convenient services with realistic fares. Reduce fares in non-peak hours to encourage people under 66 who are not entitle to a free bus pass in North Yorkshire. A park and ride scheme for Summer visitors into Skipton especially on Friday and Saturday.
Bus services here in Scarborough seem to favour council estates & run every 10 minutes. Our village has an hourly service. In the summer the buses are full of tourists as rather service originates in Leeds & do not stop to pick up villagers. We would welcome a more local & more frequent service.
Many more rural services to ALL villages
Craven has been forgotten and as a gateway to the dales needs a great bus service.
No action to improve park and ride
Buses routes should be rerouted to provide better access to Scarborough and York hospitals
Would be nice if it worked, reliable buses and affordable
Expansion of rural services urgently needed
no buses currently serving outlying areas such as Hackness
Service 9/9a was withdrawn a couple of months ago. So many elderly rely on this service and also visitors to all the attractions on the North Bay. Think again!!!
As there is currently no funding this is a paper exercise
No.
The No. 12 Service from Bridlington to Scarborough is listed as every 20 minutes. This is not the case for service villages such as Hunmanby.
The services need to run later into the evening. A single decker service.
Modal connectivity/integration has to be a priority. Bus services should complement other modes, not compete. Fares are unattractively high, routes are limited, frequency is poor and transparency of fares is often lacking. Profit motive is unhelpful in rural transport setting. Nothing positive to say about bus services in my area, so poor its not a viable option for me.
The proposed changes are entirely cosmetic. The problem with the bus service is the low frequency of bus services in rural areas. The plan does not change that at all.
Why not have a blanket cost for all adults for all times.
The bus service to and from knaresborough via forest Moor Road to harrogate should be more frequent and reliable
It does not address the lack of public transport in my local area. The nearest bus stop is approximately 3 miles from my village (not my house). Even a service of 2 buses per day would be appreciated.
why is their know bus service to afc Harrogate i.e. Army Foundation College
Demand responsive transport is not the answer to rural bus services other than as an adjunct to proper, timetabled services.
The central corridor strategy suggests that any bus services will be restricted to those living on the outskirts of towns. It is those residents that live in the outskirts that rely on the bus service to carry out daily tasks and visits to healthcare services. Central corridor routes cocentrated town center to town centre may generate more revenue but come at a severe costs to those unable to walk into town centres. I would suggest reviewing the basic principles of what a 'service' should look like for ALL residents, as opposed to how the economics favour the council!
It seems ludicrous to expect the average constituent to read 27 pages plus, to make an informed decision. I gave up half way through!! What I feel is that the buses should be regular, reliable and cheap (if not free in Harrogate to encourage bus use). I don't think it's right putting in all these cycle lanes (which includes more pavement use!!) especially at the expense of trees!! Re pavement use: where are pedestrians going to be safe? I know three people who have been knocked down by cyclists ON THE PAVEMENT in North Yorkshire! Cycle lanes are more to do with politics not transport. We need cheap/free public transport in a town that is already gridlocked. Hopefully Councillor Don McKenzie has nothing to do with the bus plans!!
Lack of buses along Wetherby Road prevents me travelling further afield
As usual no mention for improvements for the more rural areas of North Yorkshire. It revolves around Harrogate and Scarborough. The bus service offered to me is nearly non existence and expensive. To rub

salt in the wound I caught the 412 to York paying £7 return only to see adverts on a bus which obviously had been purchased from Derby saying travel anywhere for a day there was considerably cheaper, I think it was under £5. Yet again I am penalised for living in the county with an infrequent 2 hourly bus service that ends around 5pm. What use is it people wanting a day out! North Yorkshire bus service is and always has been a 2nd or even 3rd rate service! Surely it's time for improvements!
The 24 bus from Pateley to Harrogate needs to be more frequent and run later.
the plan just seems to be a plan of how to develop a plan... It needs a plain English summary. It needs definitive actions to improve bus services, it needs an economic assessment. On the continent many places, especially towns, seem to have co-ordinated systems between buses, trains, cycle and other low carbon strategies etc. None of this seems to be mentioned in the documents.
This is an absolute waste of time and especially money. What is needed is to increase the number of routes and frequency of service.
It is very good that there will be a Bus Service Improvement Plan. Post Covid-19, any Local Authority needs to persuade car users to use buses to improve the environment.
Important to ensure regular (and more frequent) services to and from rural areas.
Need late night to 12.00 up the Otley road.
The vision is a vision what we need as a rural community is action. You have cut the frequency of bus services and you have virtually introduced the real lockdown in our community (Nidderdale). Nobody can go out or come in after 6:30 pm. I wonder do we live in a prison? How the young or other working adult can find jobs and be commuted they are going to be there? The whole system stings but the council tax is ever increasing. YOU as council have created a ghetto in the Nidderdale area and as health or education transport should have been a right. However here we are always going out with a begging bowl. Why don't you admit that you haven't got the guts to fight for the rural communities unless you believe that everyone can afford the odd BMW 4x4 etc.
Affordability is key; in order to make bus travel more attractive than using a car, users need to feel they are getting good value
Feel you need to address the ongoing development plans for Otley Road and improving bus service that end, given the number of retirement places.
Our local bus has been stopped, I no longer have a car as previously our bus service was very good and I now have to take a taxi which is expensive. We are encouraged to use local services instead of our cars but I am now in the process of replacing my car.
Not enough emphasis on integration with rail services No emphasis on appropriate size of buses to suit our rural roads
Great plan to enhance services and reduce car traffic
You should be able to get an automated message if bus you normally get is cancelled as soon as operator knows, by subscribing on website
We need our Burn Bridge bus back, weekdays, evenings, weekends. It went via Hookstone Road to Harrogate centre. Don't make it twice a day with no evenings because no one will use it if they can't get home again, or get to appointments in time.
ticketing needs to take into account that not everyone has a smartphone. Buses need to be more frequent than 2 hourly. Should provide access to getting from towns to others and up into the dales and moors.
It would be nice to have a reliable service on clean buses, ones where you don't spend your day in sticky trousers or even being able to see where you're going would be nice.
Nothing about re-instating village services. Therefore, a car is necessary to get to nearest bus services which are not even in North Yorkshire, but West Yorkshire. We have a village with a high % of retired and elderly who have to depend on family and friends or private unreliable taxis.
better bus service for those who live in villages.
Harrogate seems to be used as example in the plan of good practice. However vast improvements could be made. For example, providing services on routes with congestion eg Hookstone and providing a more reliable and frequent service at peak times such as before and after school.
I think pricing within the Harrogate area needs to be looked at, getting from Leeds Rd into town return is almost half the price of a return ticket all the way to Leeds, this does not encourage people not to take the car.
Double the length of time for each bus due thus enabling sufficient drivers being able to meet deadlines
The buses in Catterick and Colburn are not reliable and there are not enough

Before you are able to enhance the current bus service in Harrogate please address the current service provided. It's very hard to rely on bus times because often and randomly they just don't turn up at the stated timetable time. In particular the 2B has often left people waiting for over an hour ( sometimes more!) at the bus stop in all weathers when randomly the expected ( every half hour) bus just didn't come! If you have an appointment it's very dangerous to rely on an expected bus time. Consequently people don't use the bus as much as they should be! If one queries why a bus hasn't turned up there is never any concrete ( apologetic) answer given! Not good enough.
No
Services should be accessible and cheap.
If you are short of drivers then lengthen the time of buses ie if every half hour then make them every hour at least then users would know that the bus will be arriving at the given time not waiting around because a bus has been cancelled due to a driver not being available
Meeting the needs of local communities is very important
I think inclusivity should be mentioned in the vision and objectives. And a key part of the service is coverage; the new housing estate on Penny Pot has no bus service, and there is the army housing next door that would also benefit from a bus service. Ive had to drive a lot more when usually I enjoy taking the bus.
Need regular service out to the axis points into town, particularly Otley Road, Harrogate
It is good to see that all sections of the community are being addressed.
You don't need a vision to notice that the service is not providing routes for everyone. I would take the bus if there was one to Knaresborough and Flaxby. But straight from Leeds road, without going to the town centre, ie using the bypass.
I agree the vision - but I doubt whether there will be any improvement with bus services along the B1224 Wetherby to York corridor, or the A58 Wetherby to Leeds Route.
Most important is a park and ride for Harrogate and why are we buying Chinese electric buses?
Managing bus timetables to allow for onward journeys and providing more linked routes to avoid the need to travel into town for each journey. Provide a timetable that allows users to travel home after theatre, cinema or other evening leisure opportunities. Currently need to get a taxi home or take my car into town as latest bus is about 7:00pm
The 36 is heralded as a success but I was unable to use it reliably enough to commute from Killinghall to harrogate and it is far too expensive, it's still cheaper to drive when I need to take 2 children into harrogate with me. I would rather have reliable and reasonably priced transport I don't need a 'premium' bus. I have also given up using the service at night time as I have been left stranded in an empty bus station when the bus doesn't turn up with an hours wait for the next bus. The service just isn't reliable or frequent enough. It's worrying that it is being used in the plan as an example of success.
More local buses during peak times. I.e. travelling to and from work (9-5pm), buses arrive too early or too late to get people to work at the business park. And 17:10 is too early for a bus to leave the business park!! An additional bus please before 17:40, or a delay by 5-10 minutes, please! People don't walk out of work bang on 5pm.
I live in Ripon, I would like a good regular bus services that connects to Northallerton and Thirsk railways stations in order to access mainline train services. I would also like a ticketing system similar to oyster card in London.
We need a much more frequent bus service in the winter between Whitby and Scarborough.
I live in Tockwith, there is no mention of any improvement or increase to services through our and surrounding villages. Our current service the 412 is the only service that runs Harrogate, Wetherby, York. At one time the service ran hourly, now there gaps of 2 or 3 hours between services which finishes at approx 1800. Making any evening trips car only. The population has increased greatly recently with the addition in Tockwith of three new housing developments. The public transport doesn't support the population in enabling them to travel without the use of a car
I would love to use the bus . But there is t a service in, or near where I ,live in Hackness , YO13. I am partially sighted so can't drive and rely on my friends and husband for health, church and leisure access
It is a typically onerous document to read, whatever happened to "keep it simple" Will ALL bus companies get an equal say in the plan and not just the 'Transdevs' who have the most unhelpful and arrogant staff ever.



<p>This vision appears to deal with improving services in existence what about adding services where they are needed. I and others like me spend £1000s sending our children to school on the 128 service Scarborough to Helmsley yet the last bus service stops at 8.30pm. Surely the company that benefits from that revenue could put 1 late bus there and back along the route (say 10.30) so young people can safely socialise. Many older people who are car owners and tourists would also use the bus to visit the restaurants and bars along this route if they could only get back!! 1 latish bus is all we are asking for. Taxis are very expensive to rural areas as they charge you there and back to come out. The feeling is the company makes its money from lucrative sitting duck school runs and gives nothing back. Surely boosting the local economy, supporting local hospitality businesses and decreasing drink driving offences and young driver deaths on the road is a win for everyone</p>
<p>information at bus stops could be improved possibly</p>
<p>It looks good on paper but in reality 'improvements' usually manifest as the 36 Wetherby-Harrogate-Leeds being upgraded to be even more luxurious at the expense of the frequency and reliability of other services (e.g. electric 6). Why on earth is the luxuriousness of the 36 route more of a priority for the Harrogate bus service than getting people to work and back in Harrogate, than locals and tourists being able to visit local attractions in the immediate Harrogate district (e.g. Harlow Carr) and allowing residents to support local businesses in the town centre on an evening by ensuring some sort of service is available after 7pm. If you live in Wetherby you can visit Harrogate town centre by bus on an evening and get back again by bus, but if you live in certain areas of Harrogate itself (anywhere in the Otley Road direction (including the huge amount of recent new housing which has been, and is being, built) for example) and you want to visit the town centre after 7pm your only option is to either drive or pay a minimum £12 taxi fare each way.</p>
<p>Bus routes need to run through town centres and not just to a central point (bus station). In Harrogate, only one route (36) runs north and south but how does one get from Harlow Hill to Knaresborough or Jennyfields to Pannal without an annoying wait at the bus station? What about a circular route to take in villages?</p>
<p>We desperately need a regular bus service from Silsden to Skipton. We presently travel to Skipton by car daily. Before the pandemic we travelled to Skipton changing at Addingham which is very time consuming. I know so many people that have done the same. We have family in Skipton and worry about our long term travel problems.</p>
<p>The 'first and last mile' bit is really important</p>
<p>more rural (Village) buses. minivan type - this works well in the Lake district (Goat travel)</p>
<p>Year round service on the park &amp; ride for those who travel into Scarborough for work. Car parking costs are too expensive to park all day, and all day free parking is by parking in residential areas.</p>
<p>To make sure that the area of Shaw Mills Bishop Thornton and Bunt Yates do get a regual bus services due to not having one for 10 year no bus services</p>
<p>Needs to be a joined up approach for all services and companies, on demand, local and long distance and linking to other public transport options like trains.</p>
<p>Much easier to say than do!!! Would be so much simpler if only one provider was involved or indeed if the service was provided in-house</p>
<p>It was much too general. I would want to see specifics as to how it effects me.</p>
<p>BSIP could make it a priority for interlinking of services e.g. York to Scarborough-Scarborough to Whitby.Frustating when the back of the linking bus is moving off just prior to arrival. Leeds to York- York to Whitby. This applies greatly in winter when services are every hour !</p>
<p>we need buses on Forest Lane and surrounding area and Devonshire Place/Skipton Road</p>
<p>Need for interconnectivity with rail and through ticketing. Greater coordination between the various companies or the formation of an overall transport authority.</p>
<p>Why can Skipton NOT be connected directly to North Yorkshire with a regular service from Skipton to Harrogate, without having to go via West Yorkshire.</p>
<p>Timetables - need to align bus timetable to all for connections - eg to get to Thirsk from Harrogate, the 36 arrives at Ripon just AFTER the bus to Thirsk. I was stranded in Thirsk as the long wait was for the last bus to Thirsk, having been too late to get the one before because the 36 arrived just after it left. I had to go, and had to pay £20 for a taxi to Ripon. The whole journey took hours. I was freezing. No shelter in the Bus station at Ripon. It's a city! Also, many times buses do not arrive. The Jennyfield bus - from Royal Hall - was advertised in the bus stop as due. It changed to another 20 mins. And again. The same coming back. The same with the Knaresborough bus. One time, a Sunday service, I was waiting an hour, three buses missing, with so many people there was not enough room on the bus for everyone. Then,</p>

sometimes, two buses arrive at the same time so the second runs empty. How can this be? What a waste of funds. Bus windows are rarely open. I cannot reach to open them. People have outdoor clothes on, so there's rarely an excuse it's cold. Teens don't wear masks and the bus is rammed with them at school times. Little wonder the infection rate is so high in the area compared to the rest of the county/country.
Far too much gobbledegook, not enough easy-read clarity, documents too long to give sensible, effective reason to fully read and comment. Someone needs to run a spell checker before issuing, bad spellings leads to mis-understanding of details and/or specifics.
I think you could review commentaries in the transport strategy review of about 10 years ago. The strategy then cut swathes of bus routes and provision from our services. The criticisms then were valid and should inform the new plan as the strategy goes into reverse. One specific example was that by removing late evening buses you were making it difficult or impossible for workers travelling into towns to evening shift work in hospitality or health/social care to travel home around midnight.
I would like more emphasis on staff training. Whilst most Drivers are pleasant and helpful some are just plain nasty. I also take issue with the claim that Scarborough is well served for public transport. I lived there for 5 years and moved because the HOURLY bus either didn't turn up or went passed full. Particularly in season. Harrogate buses are quite frequent, but have a tendency to miss at the moment (probably due to staff shortage due to Covid) I would like to see a better service after 6.00 p.m. in both Harrogate and Scarborough.
Not interested in fleet emissions only in more bus services
Major housing developments are taking place on the western side of Harrogate. To anticipate the increased traffic this should be specifically identified as a major route, since we are talking about a total of approximately 4000 additional houses.
Park and ride should be able to pick up passengers anywhere on route as it does in York. In Scarborough all the north bound buses have been stopped. And is mostly the elderly population who live there who rely the buses. No buses currently go to the Woodlands cemetery in Scarborough or to Hovingham Drive estate or Peasholm. There is an old people's village near Woodlands cemetery which has been left without a bus service. Residents would prefer to pay, rather than not have any bus option at all.
Need to connect more places not acceptable to write off as commercially not viable
I neither agree nor disagree as I found the document difficult to understand/take in. Regularity of service is probably most important to me.
There was nothing to disagree with in the plan. Only when specific proposals are made that affect local services will it become clear whether the result is positive. The plan covers such a huge area and diversity of need and problems, it's particularly difficult to anticipate local effects
You need to make more people aware of the bus services so that they will use them. Also better buses.
Bus Services to the Scarborough hospital could have extended working times, running into late into the night and starting very early in the morning for hospital staff to get to work early enough and get a bus when they close at night after work. This could help them discharge their duties effectively in the face of this pandemic as there is ease of transportation.
The current bus service between Harrogate and Wetherby is extremely poor. On paper it looks good; two organisations servicing and up to 4 lines per hour but in practice it is ridiculous. Having two organisations servicing, they compete with each other so you typically have them go through Spofforth AT THE SAME TIME so your waiting time for the bus is still typically 1/2 hour instead of maximal 15 minutes. The Connexion buses are typically dug out from pre-war times, smelly old diesel-fuming polluting rattling old vehicles that should have been taken off the road many years ago. Public transport should be clean, frequent and cheap to make them accessible and attractive to a wide public. Therefore, stop the competition, make them a public service with significant government funding to get people out of their cars. Prioritise the conversion of buses into electric and/or hydrogen. Introduce higher frequency with smaller vehicles (also good for employment!)
No
I think the Transdev buses deliver poor service and I find it frustrating they have the monopoly. Several times the bus has not turned up as scheduled on the timetable, leaving me and others waiting on the dark for 40mins. I have also seen the 36 bus drive past people waiting for the bus and deviate from the planned route, meaning passengers are not picked up. When I have questioned staff, at times they have been rude and unhelpful, denying my claims that the bus didn't turn up, even when other passengers have corroborated my story. I also find the bus very expensive and think the pricing structure is unfair. The Leeds-Ripon price is the same as if I want Harrogate-Chapel Allerton, a much shorter journey. I also think

it is unfair that if I want to get the bus to Leeds but get off part way and get back on again to continue to Leeds, I have to pay more even though the total distance traveled is the same
Providing a precis of the plan would have enabled me to actually know what it's about. The link you've given doesn't give any detail, just says in a long winded way that there's a plan. If you actually want people to engage you've got to do better than this.
Lacking in detail in certain areas, plenty of nice to have's but not sure how we intend to get there.
Inadequate mention is made of the opportunity for the new county council to engage with other transport providers -ie York .I cannot see that there is a representative of York local authority to be involved at any stage in the transport plan or be represented on the management board .This is an opportunity missed given the scope of York's transport system currently.
Our No 6 bus stops at 7pm. This is not a service as it necessitates a taxi or care after that time.
Improved links to train services (mainline stations) seems to be missing and is key for access to other cities
There is too much emphasis on the bigger urban areas and not sufficient on improvement of rural services. Until the time table is improved and prices are reduced people have no choice but to continue using their cars.
Roecliffe connecting to Boroughbridge and Knaresborough - we only get three buses a day Monday to Saturday, and nothing on Sundays to Knaresborough/Harrogate, (Route 21). Also the bus to York, (Route 22/23 6 days a week). Knaresborough to Harrogate seem to get a large amount running 7 days a week - the one, 1A, 1B, 1C, and 1D, and also those others X1 etc. Why do some of the smaller towns and little villages surrounding Knaresborough/Harrogate get so little bus services. In the warmer months on a Sunday, we get those going to Pately Bridge/Grassington from York. Nothing much in between. It would be nice to get some more buses other than those already mentioned to get us to York, Harrogate/Knaresborough. We know that funding is part of the issues on these.
Whilst I like the yorbus concept as an additional option it doesn't serve many of the elderly who cannot book online. Connections from small villages to towns where people want to catch another bus to larger town need to have timetables that work ie bus from northallerton to bedale but bus to villages 5 min gap often miss connection
looks good. Areas to beef up on & ensure are thoroughly explored 1) ensure working women/shiftworker consultation is sex-disaggregated - we know that single parents working multiple shifts have difficulty ditching the car because of school timing constraints etc & this disproportionately affects women. 2) Bus timetables aligned to 24-hour working & helping carers get around the region. 3) Women's safety, particularly at night, on less-populated routes/buses, waiting at busstops.
electronic information at bus stops is especially useful in times when e.g. services are not operating due to breakdown, etc.
Bus services need improving and also need to connect with rail services,
Anything that will help improve access for residents in more remote areas is welcome as long as consideration for the environment features in the plannin
Integrated links between authorities, especially West Yorkshire and York with an agreed partnership in relation to all the intrinsic principles of the North Yorkshire plan There is no point in a northern powerhouse if the north is disjointed and not working together in a planned integrated system. This responsibility is to the individual authorities working together and NYC owes it to the region, the individuals and businesses that are dependent upon good management You have an opportunity that should not be missed... the success or otherwise is before you ... make sure the decisions are based on regional success for the benefit of all In relation to the personal bias to links to York and West Yorkshire the plan should incorporate all neighbouring councils
I don't really understand the objectives waited an extra 6yrs for a bus pass and the service is turned upsidedown
Certain bus services need to be more regular including the Pannal Ash bus , maybe also extending the service along Otley road to Beckwithshaw due to the amount of new houses being built.
The plan implies Selby District is well served by buses and then only mentions the Selby to York service being a regular 15-minute service. • There is no mention of any other Selby District Buses. In Thorpe Willoughby, we used to have an hourly service between Leeds and Selby (and intervening towns and villages). This has been reduced to a two hourly service in each direction with the last eastbound service at 18.47 to Selby and westbound to Leeds at 17.15. There used to be two local circular services 6 and 7 each running hourly on a route Selby to Thorpe Willoughby to Brayton to Selby, one going clockwise and

<p>the other going anti-clockwise. These together with the previous hourly Selby /Leeds and the hourly Selby /Sherburn in Elmet Bus service (now 2 hourly), provided 4 buses per hour between Thorpe Willoughby and Selby. • We have no train station in Thorpe Willoughby, so if choosing to travel by rail, we are limited by the connecting service from Thorpe Willoughby to Selby. • . There are no Sunday services through Thorpe Willoughby/ Hambleton. Monk Fryston so it is not possible to use that link to connect, for example, with the buses to York or elsewhere for a day out or to reach Selby Train Station. • I think it is wrong that our local bus service is provided by Arriva who also own Northern Rail, our local train operator. This is surely not conducive to competition. I understand that because of poor service, the ownership of Northern Rail has now transferred to Northern Trains, is a publicly-owned train operating company (DfT OLR Holdings), which commenced operating the Northern franchise on 1 March 2020. But the possibility exists that this may be transferred back to the local bus operator Arriva at some future date. The villages of Selby District are expanding yet the service is deplorable. Thorpe Willoughby has increased in size by over 400 houses since we moved to it 7 years ago. In hindsight this was a bad move because of bus changes.</p>
<p>Buses which run at times when people are coming to and going from work are vital. There is a circle of poverty which means an individual may not be able to afford a car so cannot travel to work so cannot take a job etc.</p>
<p>This plan has some sensible ideas like decarbonising busses and introducing live electronic signage, but will cause significant disruption to other road users of the A61 Harrogate by installing bus priority lanes and signals which are neither justified lto. cost benefits to the majority of road users nor lto. any small journey time savings (which are currently accommodated by suitable timetabling anyway). Thirdly it does nothing to alleviate increasing traffic congestion in the town: (introducing park and ride services will NOT solve this problem in Harrogate) whereas using the inappropriately apportioned funds for the A61 works to instead provide pupils with free transport to/from school WOULD significantly reduce traffic congestion in Harrogate.</p>
<p>Why not wait and then consult when you know how much (if any) money you have to spend?</p>
<p>I live in Sneaton, North Yorkshire and we do not have any transport links from our village. The nearest links are from Ruswarp. I have 2 children aged nearly 12 and 16 and there are a number of other children in our village. Our daughter has walked from Ruswarp to Sneaton when she has been unable to get home from Whitby due to us both working. There are many people who walk from Sneaton to Whitby when staying in holiday accommodation and the caravan site in our village. [NAME REDACTED]</p>
<p>The improvement plan is all well and good but will it offer bus services on a Sunday or an evening? I am unable to visit my family on a Sunday unless they come to pick me up as there are no services from surrounding villages into Selby at all although there are buses every 20 mins into York from Selby! Will it cap ticket prices? The cost for my grandchildren to visit me is very expensive and if I didn't have my bus pass I would only be able to travel once or twice a week.</p>
<p>the vision of an integrated transport system ticks most of the boxes, but fails to recognise the distinct kinds of travel patterns that require different approaches to make this work - rural, urban, and cross county boundary patterns, for both work and leisure purposes.</p>
<p>They are laudable in places but unrealistic given the funding restrictions and profitability requirements of providers.</p>
<p>The vision is laudable and what is to be expected. Expectations have now been set so the delivery must follow through.</p>
<p>Sets some important strategic objectives for a predominantly rural County. However distinct lack of evidence to suggest some of the objectives especially on concessionary fares and whether central government will deliver funding the required infrastructure funding to achieve it's key environmental goals.</p>
<p>There appears to be an assumption that because there are some very good services in the Harrogate District, then all is well. That is not the case as those services only help those living on or near those routes. Many villages have little or no bus service at all and that is in urgent need of change.</p>
<p>More frequent &amp; extended timetable for buses hg2 9bn number 6 pannal ash bus service.</p>
<p>It's so verbose and not well written that I do not really comprehend what the visions and objectives are. Plain English would have helped.</p>
<p>I think the most important element is having a bus service! I don't really mind if it's a little more expensive, or having to have the right change, as long as the bus service exists.</p>
<p>- There is a need for affordable ticket pricing in town as well as the DRT schemes mentioned. This is not proposed among the scheme objectives and will be a key inhibitor to increased use of the services. Currently in-town services are costly compared t</p>



It is light on detail. More services needed all over patch. The use of electric buses is urgent. W by double deckers- most would be ok with single decks or "mini buses-all electric
I like that it finally focuses on areas like Richmondshire which have limited bus services, as the majority of the money seems to go to three districts. As someone who has disabilities that mean I can't drive, I am highly reliant on the bus services and they need to improve significantly from the 2 hourly service we get now. I'm glad to see something is happening about it
I will not use the bus until the discrimination against working people ends. It is disgraceful that most buses are filled with non-paying passengers, many of whom can afford to pay, yet expect typically younger working age people to subsidise them. Buses are far too expensive for working age people and that is why most will never prefer the bus over the car.
At the same time as improving the bus service, will consideration also be given to improving bus shelter provision which is lacking in the Knaresborough area and particularly in view of the new housing developments which are being served by buses but there are no bus shelters being installed to encourage people onto public transport.
I'm surprised that some of these objectives aren't already in place. I'm not a regular bus user but I did use a bus two weeks ago and couldn't believe that it was still cash only. If all of the objectives are fulfilled then it will dramatically improve an outdated service
There is no link with the various CCG authorities which overlap the areas under consideration. Due to this there is no sensible link between Hospitals and other medical facilities. Especially links between Bridlington, Scarborough, York and Hull/Cottingham. Current bus services are unusable due to no review of National and Regional outlooks.
If local residents/Council Tax payers were able to buy a pass similar to rail cards for a reasonable amount, say £20.00 p.a., and then pay a nominal fee- e.g. £1.00 per trip, many more people would use the buses.
The plan is presented in a muddled and over-detailed way
We have walked the Cleveland way in sections parking and getting a bus to one end and walking to return to the car. This is easily done along the coast but there is no bus service to support walking between the sections from Helmsley via Sutton bank, Osmotherley, Kildale and Saltburn. A service to enable this would be much appreciated by tourists and local residents keen to get out and about.
It would be nice to have a bus service that actually goes to the town I pay my council tax too.
There used to be rural services later on an evening and on the weekend for the Villages surrounding York and Selby Area, these have been scrapped and the reason cited was "not a viable route" having witnessed the busses and being a user this is hardly believable as there was always around 80% of the bus being full on these services. The lack of services for these villages discourages people from using local businesses and establishments and is a real shame to the area.
Rural areas need a DRT system of some sort for those without access to cars - teenagers, low income, health/age issues that prevent driving
Let's hope it works and gives Sherburn in Elmet better transport services to Leeds on Sundays and Bank Holidays. I have to leave two and a half hours before I am due to work as the transport is dreadful.
There's no more 73 (Northallerton/Bedale) bus service on a Sunday. It's a nightmare as I work weekends both Saturday and Sunday in Northallerton and my parents live in Bedale who I need to see regularly. I can't afford to learn to drive or spend £25 on a one way taxi trip. I was never alone on those busses, I know there is a demand for them. We were already down to 4 trips a day, why would you remove the service for the entire day? Ridiculous.
Time to put in place more buses: as a non driver I am very restricted as to where I can go, especially early or late in the day and at w/e: And a connection from Northallerton centre to train station needs re-instating
I would welcome an 'over the border' facilities to use the bus to access both Leeds and York, the latter not really accessible by bus.
It's about time the bus services in Scarborough are reviewed as we have a disgraceful service at present timetables are all wrong and even the drivers don't know the route they are meant to be taking
Will need the bus services between York and Selby via Cawood (Route 42 Arriva) on Saturday evenings and Sunday Day service as the parish councils on this route are no longer funding this service since March 2020.
We need the 91 and the 98 back in Whitby. Plenty of old or disabled people can't access the places they used to due to the buses being withdrawn years ago 🙄🚫 to far for elderly people to walk too the bus stop now also no bus for tourists along westcliff which is a sad shame 🙄

I sincerely hope the needs of the elderly are taken into account, as they often have no other means of travel. At the moment my 81 year old husband and I are having to take a taxi to get to health appointments and if we need to get out and about anywhere. This is due to our local service 10 bus route has been changed making the access to our nearest stop impossible.
It's far too specific and does not include the many villages of North Yorkshire.
Service 1 in Harrogate and Knaresborough provides routes to 4 or 5 residential areas in Knaresborough. In Harrogate service 1's route is along the Knaresborough Road / A59 corridor with a frequent service - every 7 to 10 minutes. Could some of these services be routed through residential areas such as the new housing developments off Kingsley Road, the Fairfax estate, the Saints area and Hookstone Chase ? I appreciate that the buses used on this route at the moment may be unsuitable and smaller vehicles may be needed.
Strong links with active travel needed to encourage people to cycle to bus stops etc. This would include secure bike storage at bus shelters
I do agree with the vision of an more extensive and co-ordinated service. I would also appreciate lower fares in principle. I would find it a very retrograde step if the ability to purchase a monthly or even annual all zones ticket was removed. I do think a flat rate all day all zone ticket s very beneficial. More evening accessibility would be a great step forward for non drivers to access eveing activities outside the home though frequency does not need to be as often as daytime services. Early morning service to allow rural communities to commute to work would also be beneficial.
The plan should incorporate wide scale public view, data based on current usage is not indicative of what usage could be if the right plans are out in place. Cross district boundaries also need to be considered particularly for areas that are located near to borders
The plans only appear to be further improving already well established, high quality bus services and sees no improvement in the areas that you correctly highlight as having poor provisions.
Clearly it's a high level strategy and there is little detail on how this will be delivered. Would like to see residents offered the chance to comment on that aspect
Does not cover rural areas, so yet again we are excluded. But costs for private travel will go up, the excuse will be well use a bus...Yet we can't because we were never taken into account/ignored
I would like a bus service that allows me to get home to Easingwold from 2000 and 2100 A bus service that starts at 0600 too
Many areas of Harrogate are very poorly served with buses, if at all. Parking is expensive. Residents are stranded and gave to rely on taxis if they are not prepared to walk several miles into town. There is no direct bus to York. It's not just the very rural areas which suffer from appalling bus services; towns do as well. Is it surprising that people rely on cars? And what about those who cannot drive - the young, the disabled, the elderly? What are they supposed to do when bus services do not exist?
aims to increase patronage of existing services, no mention of the services that will be needed for large areas of new housing
Good to have a vision but not good if you do not act upon it - talking and planning are one thing but we need the word put into action
36 bus within harrogate boundries should be cheaper. It is currently cheaper to get a taxi than the bus for two people between harrogate and killinghall and has been for a long time. So much for encouraging public transport. Thousands of new builds exist around killinghall expanding it massively but 24 bus only runs twice on a sunday. Another route should cover all the new housing into pennypot/inbetween jennyfield and harrogate etc to be able to get across and into town. For a lot of people there is a very long walk to a 36 stop and sometimes the nearest one is in town defeating the purpose. Also transdev app is good but could be better .when a bus is out of service or full, this could be highlighted,since the buses r tracked on the app..many times we have waiting for 3 or more buses to not stop due to these issues with no warning.
Think it's important to have evening services, even if only one bus, to enable public transport use for those spending an evening, theatre, cinema etc in a neighbouring town. Or to link with later trains.
Bus Consultation My wife and I live in Scruton near Northallerton and use the 54 bus service when it is convenient for us to do so. I would like to make the following comments on the traffic and bus services: 1. I realise this consultation is about bus services but these are intrinsically linked to car transport and efforts being made to limit car use. 2. The basic issue with bus use (and cycling use) is that the bus/cycling infrastructure needs to be in place before introducing efforts to dissuade people from using their cars (or to use their bikes). Bus and cycling use will never be considered whilst buses are inconvenient, car use is encouraged and cycling is dangerous. 3. The traffic issues around Northallerton

are getting increasingly dire. These are exacerbated by the parking – particularly the parking on the High Street between Low Gates level crossing and the Thirsk Road roundabout. There are adequate car parks in town for everyone except the disabled who could have allocated car spaces in the High Street. 4. Everything should be done to discourage car travel into Northallerton and to provide alternative bus access. 5. The Proctor/Hodgson issue. The way these services are designed means that they are basically there for the benefit of the bus contractor. I would be prevented from getting on a Hodgson 54 bus in Morton-on-Swale to go to Scruton because the A684 section is deemed to be a Proctor route. 6. Here in Scruton we are served by the Hodgson 54 service – 3 buses a day and totally inadequate for most purposes, eg, impossible for a person to use to get to work in Northallerton. 7. During the lockdown when traffic was prevented from using the High Street on market days, shopping was almost a pleasant experience. Allow only deliveries and Bus/Taxi access to this area. 8. On demand bus services seem a good idea but I have yet to experience them.
Harrogate needs more bus services from the newer housing estates on the west side of the Town.
Don't see anything about reversing the run-down of bus services in Craven
It offers zero benefit to rural areas denuded of a regular bus service because of cuts made by NYCC. Once again town communities that already have bus services and which involve easy well lit alking when no bus are being pampered for because it is all too easy.
Overestimate of current rural services, we currently have 1 bus a week in our village. Also a lack of understanding of the need in rural areas. There is a great need in our villages for a bus service both from our young people to get to connect to college buses in towns and also as they are struggling to access driving tests for up to a year and need to get to work in towns.
I agree with the vision but I do have concerns that the more rural areas will see little change.
It does not fully go to the root of the problem. I live in Tockwith a village with a growing population of 2500 plus. We have 6 buses a day (4 on Saturdays) to York or Wetherby. With such an infrequent service people do not use the bus because it is not convenient especially as there is a 4 hour gap in the afternoon. They use their own transport instead. Hence the majority of houses in the village have 2 cars. If the service was more frequent e.g. hourly throughout the day there would be more use of public transport and less cars on the road
Villagers of Hunton do not have access to Richmond or Catterick Garrison with a regular service where they could access a wider range of supermarket and National shops.It would also connect with the proposed new health centre in the expanding Garrison.
I have concerns about the possibility of losing timetabled services in favour of booking a specific journey, mainly because it seems potential customers have to book via an app or website, and many rural bus users are elderly and don't have IT skills.
As a Ryedale resident I want a good focus in this area, acknowledged as poorly served. Evenings are impossible and even getting home from work in York is difficult as the last Coastliner to my village (past Malton) leaves York just after 5.30. The taxi fare from Malton is about £18 so you can see it causes stress if I am late leaving work!
Urgent need for buses in villages between Harrogate and Skipton. Kettlesing, Menwith, Thornthwaite. No public transport means people have no choice but to use cars or taxis
Connectivity with other transport, e.g; rail is vital.
I think it is very important for rural communities and villages to have access to a regular bus service should residents not have access to a car it is a vital lifeline for them.
North Yorkshire is in much need of improved and increased bus services for local residents and tourists to encourage public transport to be used in order to reduce the number of cars on the roads and needing parking in towns and villages. Craven is mentioned as an area in need of improved services. The current service is non existent from West Marton (on the A59 a main link from Lancashire) into Skipton .
Welcome the YorBus initiative to support villages not on an Aroad with often no service. Welcome any initiative to provide services after 6pm. Quite large settlements like Filey and Hunmanby have no evening service during the winter months. The EY Flexi-20 now offers an incentive to use the bus more regularly with the cost reduced to £5.80 compared with the coaster ticket offering all day travel for £10, which is very expensive when all day effectively means be prepared to get on the last bus back at 6:10pm.
Rather vague and may prove difficult to measure progress against the objectives. No high level distinction between urban and semi-rural / rural services.
Better connections to Linton on Ouse / later buses into, and from, York.



I agree with the goals and vision, but the plan seems a bit short on details of how those goals are going to be met.
Objectives are commendable but they will probably depend on how much money the government chooses to allocate
Doesn't consider the wider support of rural services to enable increased frequency/practicality for instance the Stokesley to Northallerton service presently spread over two separate routes, discouraging use.
The objectives are not sufficiently ambitious as to encourage people out of their cars and onto public transport. The objectives need to be extended to include evening & Sunday services, leisure travel and access to medical facilities - with combined working with Health Authorities eg to improve access to James Cook Hospital.
integrated tickets is a good idea otherwise travel can be expensive
Strongly support the vision: to include an efficient and optimised bus network that meets the needs of our local communities and enables sustainable, cleaner and healthier travel choices, resulting in fewer car journeys; however, the main focus appears to be supporting existing (mainly urban) services, rather than making public transport a viable alternative for those living in rural areas. Overall, doesn't seem very innovative in terms of how to achieve the vision and doesn't appear to reflect the aims of the national bus strategy (which, presumably, it ought to, if the aim is to secure funding).
If evening buses ran in my area I would use it regularly.
Although I agree with the vision and motivation behind the plan, it will not assist me where I live
Need more buses covering smaller towns and rural areas with connections between services.
i would like to see more investment in the INTERURBAN AND REGIONAL SERVICES with better and more frequent connections between neighbouring towns and cities not just the 'big routes' like Harrogate > Leeds or Selby > York. I mainly use buses for leisure only because i simply could not rely on the current infrastructure to have enough frequency or speed of travel to allow me to use these for commuting to work and back across the district.
Can we have the number 10 bus go up Hovingham Drive as we got elderly population who relied on the bus services .
I strongly support measures to restore and improve local services in the County, especially in Hambleton where service cuts have decimated bus service availability. However, the measures need to reflect need rather than what an officer at County Hall thinks people should have. They also need to be flexible in order to meet many different needs whilst remaining viable. To that end I would like to see Demand Responsive Transport (DRT) services introduced where conventional fixed route, fixed timetable services either cannot be afforded or where they do not meet the varying needs of potential bus passengers. I do not believe that the model for DRT implementation contained in the County's BSIP is either cost-effective or designed to satisfy the needs of those it purports to address. I'm concerned that the BSIP makes no mention of the needs of different areas, nor any methodology for evaluating those needs. I am aware of the County's past refusal to undertake Travel Needs Assessments, I wonder how current proposals for improvement are being justified? How, for example was the trial area for the YorBus operation selected? I have severe concerns about the County's YORBUS model, particularly the Council's refusal to accept advanced bookings, which are essential for potential passengers to have confidence in the system. My research has found that claims by the Council that Advance bookings would reduce patronage are the reverse of the truth. I believe that DRT should have the ability to operate on a door-to-door basis within a defined operating area, as in most DRT schemes elsewhere in the country. I also think that the artificially low fare charged on YorBus is unsustainable in the future and is inconsistent with the County's normal policy on fares, forcing me to conclude that the low fares have just been used to artificially boost use. Finally, I am disappointed at the absence of reference to Joint Working with other transport providers, especially the Health Sector.
There appears to be a lack of consideration for elderly and disabled passengers.
Northallerton needs more regular, affordable bus options
Buses from North Yorkshire to places like York should run both ways into the early evening and not stop at 6 pm or 6.30 pm so we can commute easily than now.
At this present time there is not a bus service running from Selby to Doncaster (405) on Sunday's, therefore any of the villages on that route are isolated and have to rely on their own transport.
There are no buses visiting the villages of Folkton & Flixton along the A1039 which is a connecting route between the A64 & the A165. Buses along both these routes are numerous throughout the day & with a bit

of re-organisation could support a service for our villages. We welcome the pilot of the Scarborough DDRT (digitally enabled demand responsive transport) Yorbus as this could benefit the Folkton & Flixton residents & will be a big benefit for residents and tourists getting round all the North Yorkshire Moors villages. The capping of day fares & ticket promotions to reduce costs would be a welcome initiative & the council have to find some way of improving the operation of evening services around the district to stop us using our cars.
Recognise difficulties of providing a comprehensive bus service in Hambleton, I know I have used the buses much less since Covid 19 but it is important Hambleton is not ignored. I will be using the Easingwold services increasingly this year.
I would like there to be a North Yorkshire explorer ticket covering the whole region + the city of York, with a day ticket price and you can use any bus company. When I lived in Hertfordshire this existed, and was great for going on countryside walks where you might start and end your walk at different bus stops.
As my husband and I get older we would prefer to use the bus for economy and convenience but as there is no service within 20 min of a hilly walk, we have to use car. It would ideal if a smaller bus was available to assist it would be good. The community is increasing owing to new build housing. The ideal service would be twice a day to go shopping into Scarborough and returning home.
links skipton to ilkley do not seem to be mentioned
I cannot see the existing bus company adopting any of the objectives. It is already trying to do too much with too little. I live in Thirsk and the existing service to Northallerton is unfairly spread across the Thirsk area with one particular area getting a better and more frequent service than any other area. There has been no evidence of any community on demand service.
To make it viable it needs to be regular time serving all areas to enable me to use the bus to get to work. I drive because I have no bus from my area to my place of work.
It all seems a bit vague and airy-fairy.
Not sufficient encouragement to use and support rural bus services which are important for the elderly population who use bus passes
All sounds good but I bet we see very little change on the ground
It's ambitious considering the current provision.
I use the 493 and don't find they work appropriately to the village in what we live in Wf11 [POSTCODE PART REDACTED]
Good ambition. The existing No 30 bus service is important for Alne residents. It ideally needs a late evening service, so local people can use the services, facilities and entertainment offered in Easingwold and York, then catch a bus back home at the end of an evening out. There are currently no bus shelters in Alne, which puts off bus users in inclement weather. The local bus company reliance has offered to work with the Alne Parish Council to design and install a new bus shelter in each direction, but the Parish Council have taken no action on this. Real time information, cheaper fares, and easy payment options using credit/debit cards or phones for payments would improve the usability for passengers. Electric busses in the longer term would be ideal to be more environmentally friendly.
Although I welcome a new look at the bus routes I feel that at the moment more needs to be done to ensure the network that you agree on benefits local people. I lived in Stainsacre near Whitby and the bus service there was cut a few years ago this had a dramatic effect on the community there so we moved to Scarborough on a main bus route and within the year the service that ran up Prospect Road was completely cut. Again leaving mainly older people stranded. The bus was redirected to access the hospital from town but in doing this it prevented people accessing the town in the first place. It really needs to be looked into properly. The community round here and Stainsacre wants the buses reinstated. Please can you keep it local' you can engage with local groups for instance by contacting coast and vale community action (independent) to access local people with whom they already have local connections.
Cheaper more frequent bus service is really needed
99% of the plan shows no evidence to suggest a solution to our depleted bus service; the no 42 Selby to York. The weekend service has never been restored. Personally I am not interested in the plans for facilities on buses, ticket prices, ability to buy ticket bundles, we just want a decent rural bus service that doesn't chop us off from York and Selby at the weekend. The plan seems very focussed on the north of the county.
It does not appear to offer anything in Rural areas!

+Although the plan admits that the size and geographical diversity of the authority presents problems, most of the proposals are aimed at improving services and delivery in the more urbanised western part of the county.. Westwards of Skipton (mentioned on
Buses don't cover certain areas in Whitby. Coastliner bus leaves Whitby very late to catch train etc from York
I visit Harrogate on a regular basis and their bus service and pricing is brilliant. The cost of bus travel in Ryedale is stopping me using it, working anywhere that I am not able to walk to or volunteering for organisations. So better funding for Ryedale buses is essential
Alex Hornby has been permitted to cut the (very busy) 24 hourly bus service by half to two-hourly since 2017 with impunity, destroying the livelihoods of Nidderdale residents (including young disabled people) who have lost jobs, been unable to travel to work/places of education, unable to attend appointments & generally left completely isolated as a direct consequence. Many more residents have been forced to move away from the area and many more (ourselves included) are looking to move away due to the lack of public transport. Most Knaresborough and No 36 buses run every few minutes, most virtually empty, while we struggle with a 2 hourly service and the highest fares in the district. So much for the green agenda when residents of the vast bustling region of Nidderdale are having to rely on taxis or lifts in cars because the bus service is so woefully inadequate and it cannot possibly support all the new housing being built in the area. Here lies a perfect opportunity for Connexions Buses to be approached to run an hourly service in Nidderdale to fill in the alternate hourly services that were removed by Alex Hornby, thus restoring an hourly bus service for Nidderdale residents and providing some healthy competition in the process. Julian Smith MP has been no help whatsoever.
There is virtually NO mention whatsoever of what this Improvement Plan is going to do for the disabled and elderly residents of Harrogate - I am absolutely appalled!!
The vision only looks good for areas such as Harrogate, Scarborough & Selby, but it does NOT look good for the rural districts of Craven, Hambleton, Richmondshire and Ryedale which are the most rural in North Yorkshire, with low population densities and significant distances between settlements, but it should not mean it should remain isolated! The population density overall may be low, but the populations within these districts are not low. For example, the population of Hambleton is 91,932 (Source: UK National Statistics 30Jun20 est.), which is 15% of North Yorkshire's population and is a similar population size to Selby at 91,697, but it is not receiving the same level of bus service provision. Additionally, a third of Hambleton's population lies within a five-mile radius of Northallerton (34,000) In your BSIP, Figure 4, which shows the proposed key corridors & interchanges, the only corridor shown for Northallerton is Bedale, with no bus corridors showing for Leyburn, Hawes, York, Thirsk, Ripon, Richmond, Darlington, Middlesbrough or the Stokesley routes, is that correct? Any major towns such as Northallerton, which is designated in your proposals to be an 'interchange', needs to have key bus routes operating from it on a North-South & East-West grid system on a regular and appropriately timed basis with correctly timed interconnecting services as appropriate. In the past there has been little or no effort by the council to market or promote bus services in rural areas resulting in the ongoing decline of bus services for many years, leading to the miserable state of bus services in our district today. Neither has there been an attempt to improve the connectivity of bus services throughout North Yorkshire, nor is it clear from the EP (Enhanced Partnership) proposals that this will be addressed. Your proposals do not appear to include any plans to improve, restore and grow any bus services that have been decimated over the last few decades.
We no longer have a bus service in Helperby and would use one if it were to be reinstated; thus I cannot claim to be a bus user any more. It is a pity that the plan does not encompass creating new services or just reviving old ones. .
Please could you increase the services from Guisborough to Whitby and Scarborough?
No mention of Skipton as a major population centre. The population is almost identical with that of Selby (just under 15,000). There are significant villages nearby (Carleton, Cononley, Embsay and Gargrave) with very limited bus services - and nothing for commuters. The lack of bus services contributes to congestion and parking issues in Skipton.
It is important to retain reliable timetabled services in preference to 'on demand' services in small towns like Thirsk, since the knowledge of a service availability makes its use easier. In the case of Thirsk the service reductions over the last few years have made it less useful especially in the afternoon.
There does not appear to be enough focus on rural areas, including Craven other than Skipton.

Part of the plan is to join up communities. However in the last few years our bus service has gone. I live in Craven in west marton just off the A59. There are only two buses a day and so we have to use taxis to get into skipton. Please reinstate our bus.
It's a lot of vague statements in an overlong report. The focus should be on connecting growing towns with young populations with central places. For instance if you are in over developed boroughbridge you have to get two buses to Harrogate at a large cost. Why is there no direct bus.no account is made of the growing population of the new towns of Thirsk and boroughbridge. We have all these houses but services have not kept pace. The slogan building back better means absolutely nothing if nothing changes. Just talk, talk, talk.
I agree wholeheartedly with the need for more rural provision. As a disabled user,I would welcome a bus route from Harrogate to Green Hammerton, Clifton Moor and York as well as a regular service to Skipton
Nothing in the vision which will improve local bus services in my area of Whiby for LOCAL people.
The vision and objectives are ill-conceived and lacking innovation. They fail to recognise national and international commitments to climate change, nor real opportunities to provide for the needs of North Yorkshire communities.
The Enhanced Partnership Plan and Scheme document don't make this easy reading - just tell us the main bullet points. The public transport in the areas especially for rural areas is very poor. It is more cost effective and convenient to use cars, if this partnership intends to reduce bus prices and increase frequency and destinations then it is a good proposal
Overall, we support the vision and objectives set in the Plan. However, the vision and objectives should also include reference to inclusivity. Buses need to be viable for all people irrespective of age, income, (dis)ability and all other protected characteristics. This is essential for the bus to be seen as a feasible mode of transport for all and incentivising its use over other modes for journeys that cannot easily be undertaken by active modes. We support the aim for simpler fares and payment options however, affordability and value for money are also essential to incentivise bus use. Lower and simpler fare structuring can attract new customers, particularly for those that are most reliant on the services; such as younger people and those seeking, or in lower paid, employment. Value for money will also be reflected in the customer experience, not just the financial cost of the service. For example, customers may perceive good value in a service if it can provide quick and reliable journey times as well as offering good comfort levels and high quality on-board infrastructure e.g. wifi and USB/power outlets which will enhance the attractiveness of buses enabling passengers to work and/or make better use of their time whilst travelling. In terms of providing an integrated network, it is important to recognise the need for integration of the services with other modes and other regions not just within a bus and North Yorkshire context. Consideration of the Mobility as a Service (MaaS) approach, which integrates a variety of transport modes, with joined-up ticketing and journey planning as part of the EP can provide further opportunities for simple and seamless travel. For example, more coordinated bus and rail timetabling could incentivise full journeys to be undertaken by public transport together with good provision for active mode infrastructure to enable people to travel to the stations/services by means other than the car.
Very little mention of Craven - despite the objective 'through our bus services, we will raise the profile of North Yorkshire as a place to live, visit, work and invest in'. Funding constrains appreciated for this pot & as there will be others, would have been good to see more ambition in this Enhanced Plan. Chicken and egg - no or few buses means demand not stimulated. *Isolation. The high percentage of car-owners that use community transport services reminds us that residents can still feel isolated and lonely even if they have a car to go places. Public transport has a social dimension too: it is an important factor in social cohesion and resilience. Get the level of services and integration with other transport nodes right and the greater economic and community objectives should follow. This will be particularly important as the cost of car ownership continues to rise and switching to electric is beyond many people's budgets.
Simpler payment and ticketing seems sensible and maybe could use online ticketing too.
We are strongly supportive of the vision and objectives stated in the plan to create a high quality coordinated and integrated bus network, which is urgently needed in North Yorkshire for numerous economic, social and environmental reasons. A significant modal shift away from private cars to the use of public transport and active travel is vital to help tackle the climate emergency. We are however concerned that the proposed actions within the Enhanced Partnership Approach will not deliver this vision and objectives, and in particular offers little for the more rural districts of the county, including the Yorkshire Dales National Park and Nidderdale Area of Outstanding Natural Beauty which are our particular areas of interest. We are also concerned that the overall plan is lacking in ambition, with a targeted increase in passenger journeys to just 13.2m journeys in 2025, which is significantly less than the



<p>over 14m journeys recorded just a few years ago in 2016-17, and even less than the number achieved in preceding years. It seems odd that the highest growth is targeted outside Harrogate and Scarborough, particularly in Selby. Further growth in the period to 2030 is headlined at 1.5%, although the figures actually show a growth of around 8%, once again heavily focussed outside Harrogate and Scarborough. This however falls a long way short of the objective in the York and North Yorkshire LEP Carbon Abatement Pathway to increase bus km by 30% by 2027, as a step towards increasing bus use by 50-100% by 2038. In contrast, the objective to restore passenger numbers to pre-Covid levels in 2022-23 is now clearly unrealistic, so a more modest but challenging objective should be set for that year.</p>
<p>I think that rural services are grossly underused and a waste of money and resources. Our scheduled bus service (80/89) runs virtually empty and is an environmental negative as it wastes diesel. It should be replaced with an on demand service by large cars or small mini buses. People who live in villages invariably have cars or if not could access subsidised (if necessary) taxis or community transport far more efficiently and economically.</p>
<p>day capped fares are important for those on a low income and a wider range of discount fares would be helpful for longer term employability options.</p>
<p>As stated I use the Arriva Bus regular, they are every 2hours, no buses on Sunday or Bank Holidays. If they miss that's 4 hours to wait. Arriva are getting worse. they say no one is using the buses, how can you use them when they're cutting times.</p>
<p>Needs to focus on ALL the towns in North Yorkshire and the rural community NOT just Harrogate, Scarborough and Selby.</p>
<p>The V and Os in the plan do not clarify sufficiently how they mesh in with Government V and Os to deliver, especially if - as expected - there is insufficient funding. How will priorities be determined - and who will be left out?</p>
<p>We support the vision and objectives. The issues which arise are in the detail of the improvement plan.</p>
<p>I cannot agree with your priorities. You should be leading a Partnership to organise an effective, connected and integrated public transport network. This should be your first priority, and would be the cheapest and most effective method of improving buses in North Yorkshire. You ignore it. Yet much of the draft extols your proposed use of E-technology. Again, "Next stop" technology is quickly being adopted by operators so time doesn't need to be wasted in the Plan on that one. This is a complete waste of resources because numerous apps give exactly the same information and an "own brand" version would simply be an expensive duplication. it would be pointless putting that detail on bus stops as well since anybody with an app would already have it, and many of your stops in rural areas, where next-bus info is most important, will have no signal anyway. What is needed is better bus stop boarders, shelters, and a current, complete and accurate set of timetable information displayed for all services at that stop, provided by yourselves and not by an operator who is likely to discard other operator's information. Twenty years of failure and an average recent life expectancy of 15 months per scheme nationally show that Demand Responsive Transport is an extremely expensive and ineffective transport medium. It may have very limited use to connect areas with no existing bus service to the nearest bus service, but even this is doubtful. Affordable conventional buses are a much better solution for both passenger and the Authority budget. Lastly, the Authority should be overseeing the roll-in of affordable fares which will entice people out of cars in North Yorkshire. Current rural fares hovering around £5 for 5 miles travel will never do that and bus use in the County will continue to decline. Again, this should be a priority of the Plan.</p>
<p>North Yorkshire County Council should use this opportunity to ensure that buses that pass train stations should be properly integrated so that buses and trains can connect. Specifically at Scarborough for buses to Whitby and at Malton for the North York Moors. As the railway timetable is relatively fixed the true opportunity to realise such integration is through effective use of bus timetables to create genuine connections that give people the confidence to make the full journey by train and bus rather than exclusively by car.</p>
<p>Achieving the objectives is urgent for bus users in Hambleton</p>
<p>More bus shelters please.</p>
<p>Just want to have a better bus service, and a Sunday and at least one evening bus. As it is now you cannot get home after the last bus around 6pm which is much too early.</p>

**Table B-2 - Q8 - Having read the above and looked at the content of the proposed scheme, do you have any comments?**

Current bus provisions force people to use cars or simply not travel
pointless having fancy technology at bus stops without frequent buses. Many bus users don't have smart phones!
See previous comments about levelling up rural areas by putting on some kind of evening service at least twice a week!
Rural areas are not well provided for.
The present bus service to Burniston is very poor.I have been in Scarborough town on a few occasions when a bus from Whitby has been held up by a traffic accident.I have had to wait about 90 minutes and in the end had to get a taxi home.The bus company are shocking by not informing people waiting what has happened or made alternative arrangements to inform passengers or put a reserve bus on
Buses need to be reliable, regular and available evenings and weekends. The bus service would be supported (once people gained confidence in the service) if changes were implanted. Therefore reducing carbon footprint
Keep working with neighbours, to continue & improve the key areas.
It's all necessary, of course. But does it go far enough? Why should North Yorkshire not enjoy the same support for public transport as West and South Yorkshire?
I am astonished that the plan doesn't refer to congestion in Northallerton, something that anyone who's spent an afternoon in the town would recognise and which frequently delays the trunk 73 service. As per the BSIP, no reference to net zero objectives. Plan seems to be based on 'going with the flow' and building on limited commercial networks already in existence. We need a much more ambitious plan to connect with our railway stations and encourage visitors out of their cars.
Please put more buses on in Linton on Ouse with later return times.
We desperately need buses that run after 6pm on evenings and weekends. Specifically the 42 used to have a 9pm & 11pm bus departing from York on a Saturday. Since this was cancelled due to covid nothing has replaced it, leaving us trapped in our village (Cawood). For those that can't afford a £30 taxi home visiting York for leisure purposes is now very restrictive or out of the question. It also prevents many people from using the service for leisure activities in the Villages on the route. This is seriously hampering the local economy as I know many people who now just don't go out due to the cost of getting home. We need a reliable service to return to build up people's confidence in the buses once more. Making trips to York or Selby available to all and not just the well off. This would also see a reduction in co2 emissions as numerous taxis are used for people who can afford the trip.
These plans are missing out more rural areas
Not really relevant to rural parts of the county
Seems a near impossible task to create a detailed scheme when funding availability is not known.
The plan notes the benefits of the Coastliner service that connects Scarborough and Malton to York and Leeds. The 36 also connects Harrogate to Leeds and Ripon. However, the connectivity between York and Selby and Leeds is missing. While the plan notes improving integration and coordination of services, it may be worth considering a dedicated service that directly connects the major areas of North Yorkshire in a single looped route. Finally, I think that the 'first mile, last mile' initiative highlights the greatest barrier to accessing public transport and should be a key priority - routes that require transfers (e.g. Switching between buses or from bus to train) are not disability friendly, can add further difficulty or confusion to journey planning and fares, and make journeys less desirable, therefore posing a significant barrier to potential bus users.
Was surprised to see that North York Moors NP and YDNP were not part of the Partnership. No proposals for Craven area, we seems to have been overlooked. No reference to the links possible to Lancashire or Cumbria e.g. Lancaster, Clitheroe and Kendal.
I'm not convinced by demand responsive services in any circumstances, but they are totally inappropriate in areas popular with tourists. Some form of multi-operator ticketing would be very welcome. Many journeys involve using more than one operator, but for fare-paying passengers this can quickly become prohibitively expensive. Fares set by different operators vary significantly, eg Arriva £6 return between Selby and York is very good value, but Transdev £8 return for the shorter journey between Tadcaster and York less so. Coordination with City of York Council is vital, as so many passengers travel from North

Yorkshire into York, eg one focus for new services could be to connect villages between York and Easingwold to Clifton Moor and Monks Cross. The blurb does not give any indication what a localised ticketing company would do, or what the practical advantages of tap-on-tap-off would be. I would love to see Arriva in particular limited to making timetable changes no more than once a year. Their timetables around Selby change like the weather, and it makes it very hard for passengers to keep up.
The plan is sensible and appropriate as the needs of the world change, we need fewer private cars and a flexible service that meets the needs of all parts of the population, not just those in towns and conurbations.
There needs to be a balance between fast and direct buses and those which go through the villages. They start and end at the same destination. The train service often works well like this thus giving the option of speed but also giving a service to the smaller populations.
Each place is different but it appears that no thought has been given to this, I cannot use the bus in my village to Scarborough as the journey can take over 1 hour on a new loop route, I live 4 miles away .....
The Plan is over engineered, too ambitious, too many stakeholders and is far too complex. It just should be about being brilliant in the basics - improving the most obvious gaps in bus service provision
See previous answer.
The document tells me little about what is proposed
There is too little about truly rural services. They may struggle to be commercially viable but the lack of them discriminates against rural users and is an issue of equality of provision - we don't pay less council tax!!
Bus ticket prices need to be cheaper than using a car otherwise people will not choose to use them. At the moment it is cheaper for my daughter and her friends to get a lift together in a car rather than use the bus. Not very good if we are trying to reduce pollution and damaging the planet. My daughter is always trying to use environmentally friendly methods of transport but the price of buses prevents her from choosing to use them.
Accessibility of the bus stops in terms of safe crossing of roads and dropped curbs for those with limited mobility. Awareness of bus stop locations and frequency, bus number, destinations on the buses etc.
Doesn't address the loss of services which have taken place over the last few years. My village had direct services to York, Selby and Leeds usually at a frequency of every half hour 7 days per week. It has no service now to York at all and the Leeds service is every 2 hours or so 6 days per week and ending at around 6pm. It is no longer any use to me. Bus lanes and zero emission vehicles mean nothing if you don't have a bus to use. The focus all seems to be around Harrogate's premium bus services
No good Rural villages like Shaw Mills Bishop Thornton supporting the scheme as never had buses for over 10 years so we need to use the car to get anywhere
Not enough commitment to connect rural villages to main transport hubs
No proposals for improving buses in and around Skipton. Dial a ride proposals are ludicrous and I can't see how they improve on scheduled services to places like Grassington, Embsay, Carleton unless they are very frequent and run on evenings, Saturdays and Sundays as well. I don't see how any of this improves my ability to get around, as someone without a car who goes regularly by bus to Grassington, Malham and Embsay for leisure, usually with friends, or to Keighley to shop and work as a volunteer. You mention tourists and people travelling to walk or for leisure, but then don't make any provision for them. Implement a 'place-based approach' to identify highway improvements for buses in key towns doesn't seem to have hit Skipton, the railway station changes didn't consult bus operators. "Other Infrastructure" = Bus stop & technology upgrades/Demand Responsive Rollout/Next stop audio/visual announcements - Do these three things really cost £72 million pounds? Does that include giving the minibuss drivers high salaries so they won't go off to drive lorries at £85,000 a year??? The basic reason that 66% of dial-a-ride users are paying is because the service no longer suits people who are retired. The positive Yorbus comments come from people who live right near a bus stop. An increasing share of the population, nationally, are retired. But yes, it is important to provide for younger people so parents don't have to drive them everywhere, and buses should be cheaper/free for everyone, but especially for those who are young or not yet working so they can be independent, and for the few who can't work due to learning difficulties or illness. I can't see how jobseekers would be identified, as there is no separate benefit now. Maybe 50% for all those on benefits? "Work with colleagues in highways, to establish a minimum set period of notice for non-emergency roadworks on bus routes." It isn't just road works, it is any road closure, e.g. for Tour de Yorkshire.



absolutely terrible decision to stop the 9/9a service in scarborough as I have indicated in the previous comments. thank you
Improved services should not be confined to the major bus markets. There is an urgent need to improve services in many other locations, such as Skipton Town services and services to neighbouring villages, which only operate for very limited hours on Mondays to Fridays. Demand responsive services should be confined to times and places where no adequate scheduled service can be provided. The policy of not supporting evening and Sunday services should be reversed. Needs of leisure travellers including tourists should be catered for, including support for Sunday services to and in the National Park. The budget allocates nearly £100m to infrastructure and £13.5m to supporting services. Note that 'infrastructure' appears to include Yorbus rollout. This seems quite unbalanced; more funding should be transferred to supporting services. Integration should be not just with NYCC supported services but all bus and rail services.
Look at rural bus routes that have been withdrawn since 2018 as "not profitable" due to users with passes
I am very much in favour of a capped-rate for daily use
No
None- any comments made will NOT result an a better bus service.
I honestly don't understand how it can be delivered.
Larger buses would help encourage more people to use the buses too knowing you would be able to get on without being turned away, and to be able to get on with a push chair would be a godsend.
I like the idea of the YorBus on demand - but it needs to be an accessible bus for people to access, otherwise people will remain isolated.
Maps of current services are inaccurate
Regular scheduled bus services are a necessity, not a luxury.
I have already given my comment in the previous answer I gave.
I think it is important that funding is applied to routes that may be less profitable but never the less provide a valuable service for communities. The bus route I use is supported by the council. It runs every 2 hours and gives me the opportunity to work in a neighbouring village that otherwise would be inaccessible without a car.
Need new Routes which include buses to Ryther
we now effectively have no usable busses in Wombledon. Please help
it does not go far enough
North yorkshire does suffer from serious widespread congestion especially the villages of Sutton in Cracen Crosshills Glusburn as well as localised congestion in Steeto Eastburn and Skipton.
There needs to be more buses going into the Dales not just in the summer on Sundays and Bank Holidays. Services need to be on a regular basis at regular intervals so that if one bus is missed there is not a long wait for another one. It is no good relying on people having smart phones - a lot of people who need bus services do not have them. I was also told that if I booked the Yorbus by telephone and not on an app I would have to pay although I have a bus pass. However if I booked it on the app the bus pass would be valid. This is unacceptable. A lot of older people do not want to be bothered with having to get to grips with apps, there should be a choice to be able to book services to cover everyone's circumstances.
There is more yo North Yorkshire than Harrogate. I used the buses there on a recent visit. The bus service is excellent. Versus the bus service in Hambleton, specifically Northallerton = which is poor.
I've said it all on the previous page.
Pleased to see more access times frequency and could you not do this all online as many of my friends do not have internet access
Yes, I have read it. Living as I do in Craven, it seems of little or no relevance to me. It is all about other districts within the county, where the bus service is already better than it is here.
Getting people out of their cars and onto buses is absolutely CRUCIAL. We have to reduce reliance on cars in rural areas as replacing a huge fleet of fossil fuel vehicles with one which is also resource hungry (i.e. electric) is not the answer.
NO FURTHER COMMENTS
To be honest you are not making it easy for us to understand what you are really doing. Most of this feels like you are just going to improve the services in Harrogate Richmond and Scarborough but have a "what

ever" approach outside these areas. I mean you can do most of the improvements but again its down to making Durness time faster or on par with the car. The rural services need to be a bit like train services trains don't go around all the villages but people will use them because they are frequent and go to places you want to go. For example the 159 ripon to Richmond need to go via catterick garrison then to richmond. For people in the day cattrick has become a more desirable place for leisure and retail. But the 159 have ben going around the houses making going via bus a chore than a desire. Connection to railways is one thing you said in the plan and this is one of those routes that would connect ripon masham and Middleham and Leyburn to Richmond for services to Darlington station. And in turn to Harrogate and Leeds.
Agree to aims
Yes, very comprehensive, if it works will be a vast improvement
Yes leyburn needs more frequent service to connectig bus routes in cattetick than just 1 bus a day
Very difficult to provide a useful bus service in a large rural area
They show no steps to remedy the abysmal bus services in North Yorkshire
No
I think the scheme is, a good idea. I would use public transport more if it was available to me.
Yes, services need to consider workers moving from towns / villages to industrial areas which whilst times may be limited to work hours (6-2/2-10/8-5) is overlooked and non exist in some areas at present.
Please look at my comments on the previous page!
Yes and we're still working on the archaic historic bus provision basis. You need to look at what journeys you can provide to offer support to compliment modern lifestyle.
Do an Equality Impact Assessment before the proposed scheme is finalised.
No
You completely ignore Northallerton.
Buses are clean, modern and reliable. Timetable is good. However, pricing is a deterrent. Cheaper for my wife and I to catch a taxi to Skipton rather than a bus. Travel usually would be weekends and evenings so discounted off peak fares would be by far the most important aspect for us.
It's impossible to use public transport locally to get to/from hospital appointments
Improve local services, add extra times to existing routes.
Not easily readable
The introduction of contactless ticketing, better information and customer service are all extremely good policies, as are the proposals to improve infrastructure on key corridors to increase the viability of bus routes as an alternative to the car. DDRT has its place and I welcome its rollout beyond the initial trial area. However, the "network" map presented in the BSIP is not a network by any means, just a few unconnected priority routes. The rural network in North Yorkshire should consist of a series of fast interurban routes between the market towns and to major employment centres (e.g. Dalton Industrial Estate) to provide viable alternatives to travelling by car - town-dwellers will not choose the bus if they have to wait 90 minutes and the journey takes them twice as long. A direct bus every half-hour from Thirsk to Ripon with a maximum of three or four stops in villages the direct route happens to pass through would present itself as a viable alternative to travelling by car, which means more people would start to use the service and it may well become economically viable. The interurban routes should be complemented by the socially necessary lifeline routes to serve our numerous smaller villages. This is where I think DDRT can really shine, as village-dwellers will not only be able to go into town for their shopping but also visit other villages nearby thanks to the flexibility of the service, although lack of digital connectivity in some parts should be borne in mind as a potential barrier in this regard. I was disappointed by the focus on commercial viability. Good public transport should be considered a public need, not a luxury for those people who happen to live in an area with enough population density to support the service without subsidy. Instead, much more of a focus is needed on designing services so people across *all* areas of the county want to use them, so that we can start to see serious modal shift away from private car use.
Continuation from last question ... so folk stopped using it. It was as cheap to get 4 people in a taxi as it was to pay 4 lots of one way tickets. This service was an absolute gem to getting folk out on an evening and also got people into the habit of using a bus so would encourage them to use the service at other times. Almost the "hook" . Not many full paying adults need a bus at 2pm on a Wednesday - to me real thought needs to be put into when people want a service - and that's paying customers . We can't carry

on expecting adult fares to support infrastructure updates and services largely used by bus passers who are on decent pensions. Commuters/students need regular morning and evening service and the same people need a service to access leisure. The argument for accessing hospitals etc or pensioners needs to be met by hospital transport not running mid day services on the off chance.
The use of DDRT schemes would be welcomed to link villages to villages and villages to main routes in Hambleton
I would use buses more (rather than my car) if there were a simple to use timetable and pricing website similar to Trainline for all local buses
More busses the better -make our car redundant
To include Thirsk on bus timetables on Sundays from York and return To have buses later in the day from York to Thirsk to enable local people to work in York
It is important to address the service needs of the customers, not just what fits in with NYCC thought pattern! Demand Responsive buses do not work in rural areas where there is a need to be able to plan when you require access to services. DDRB do not work for older people. Whilst looking at payment methods you need to ensure that cash is still accepted not just card/contactless methods. Also access to timetable/bus information needs to be in hardcopy - not just via a website link or app: not everyone has internet or smart phones nor a strong broadband connection. Ensuring connectivity between bus routes is important as well as the need to support evening buses - why finish provision at 7pm!
For Stokesley area: For services towards Middlesbrough and coast it is annoying to find near timetable clashes on section to Great Ayton. Would welcome direct or joined-up routes for easy access to Northallerton main line station.
Have EYMS signed up yet? If so why have they cut services in Scarborough??
No
It does not appear to concentrate on rural towns and villages with very limited services eg Whitby - not all estates covered leaving older people/workers starnded. No night time services to allow use of cultural facilities. Immediate linkage to all surgeries/hospitals should be implemented in all areas. Better year round operation of Park & Ride at Whitby, with bus service fully utilised by tourists and residents, rather than allowing empty buses to drive around for the best part of the day.
Put less money into enhanced priority schemes and more into fare support. Ask to collect monies from bus passes.
No
sorry have not had the patience to read all this.
Very poor service now in Scarborough.
I live in Thorp Arch, Wetherby which is a couple of miles away from Tadcaster but I would have to get 2 buses to get there. How can this be right. Also, travelling to Leeds from Thorp Arch is far cheaper than travelling to Harrogate even though it is twice the distance. The car is cheaper. This cannot be fair.
There are urban areas not served, or not served properly this is not addressed. Where is public consultation and why are bus users hardly represented. How many of those on the new Partnership Scheme are actual bus users? This looks more like tick boxing rather than finding out what the people want. The new HQ for the North Yorkshire Council is at North Allerton how do Residents ,Councillors & Staff reach there other than by car or an infrequent train?
It is surprising that Demand Responsive services are not included in the scheme, given the County Council's wish to rely on these for providing some services
Seriously? Just out the schedule on and stick to it!
I have strong doubts about any improvement as I am alsodisabled
Ingleton has no evening services of use and there are no services that connect effectively to the local railway network (Bentham & Ribbleshead). Fares are extremely expensive (approx £11 from Ingleton to Skipton) and there is no coherent service to Kendal or Oxenholme (for West Coast services to London or Scotland). It is impossible to travel to either Kirkby Lonsdale, Settle or Lancaster for the evening by bus and service frequencies are poor and disjointes outside the A65 corridor.
Needs joint transport strategy, new transport interchanges to improve connectivity and regular day/evening/weekend services
How will this be enforced my current bus service provider does not answer letters or e mails of complaints. It appears to be a take it or leave it service and their drivers would not get a job in he diplomatic corps.

I welcome an extended season of the Moorsbus as I am a keen walker. A all day rover ticket would help as I find trips from Kirkbymoorside to Scarborough expensive. Later buses from York would mean a good day out. The Ryedale community bus is good value but not very regular.
It still doesn't tell me exactly what you intend to do in plain English. The links just keep taking me back to the same place with more waffle about partnerships, strategies and plans!
I Think That The Bus Services Should Run More Regular.
none
As mentioned previously, I think there should be additional routes. This is the single most meaningful thing the county could do for me as a local tax payer - but it makes broader sense too. I think tweaking the 36 route so some services travel through Knaresborough would surely be cost effective and should be investigated. I'm a volunteer with the association setting up a new museum in Knaresborough and it would be nice to feel that out of town visitors have better alternatives to arriving by car once we've launched later this year.
looks fine but all depends on funding
Without taking into account individual routes and firm proposals for them, it is very difficult to comment on the effectiveness of these general proposals. In my experience. passengers have concerns about the frequency of services, overcrowding on certain tourist services such as te X93/4 mentioned in the proposals such that locals further down the route cannot get on and lack of any service at all (which hopefully will be addressed by these proposals.
In the National Bus Strategy produced in 2021 the government said that it would aim to restore cuts in bus services made since 2010 due to austerity and to divert journeys for all purposes, including leisure trips, from car to bus to reduce carbon output. North Yorkshire County Council could make a bid for Bus Strategy money by submitting an Improvement Plan. In this Plan we expected to see services around Skipton town and to nearby villages in the morning, evening and at weekends when the existing services do not run, larger vehicles on some 16-seater routes, a daily bus to Harrogate again and an evening bus to Grassington at the least. The Improvement Plan does none of these. It focuses on Harrogate, Selby and Scarborough and barely mentions Skipton. Nearly £100m of the expenditure proposed in the Plan is for infrastructure, which includes bus priority in Harrogate and Scarborough and development of phase One of a 'demand responsive service' similar to dial-a-ride but calling at bus stops not at people's doors. Skipton is not in this Phase 1. NYCC aims to use £13.5 million to help existing commercial services recover from the effects of Covid and to pump-prime improvements to existing services, or new services which have to be viable after grant funding stops in three years time. None of the above services are seen as potentially commercially viable. Other services will be supported in line with the NYCC Local Transport Plan, which excludes support for Sunday, evening and tourist services, even though the Improvement Plan states that North Yorkshire is one of England's most popular tourist destinations and that walking, hiking and rambling are popular activities for tourists and day-trippers. The Executive Committee of [REDACTED] believes that the plan should prioritise the above service improvements, that the local transport plan should be revised to encourage evening, Sunday and tourist services and that NYCC should take advantage of this oppoopportun
1. Nothing is mentioned about providing bus services for new housing developments. We live on a new estate and there are no bus services. 2. Many of our Towns in North Yorkshire are holiday destinations for visitors. As well as general busses to cater for villages, there could be holiday bus services that cater for holiday visitors as well as locals and link all the major towns and key places of interest that visitors can hop on and hop off. They have a fantastic bus service with three lines like this in Canada in the Niagra Falls region called the "WEGO" Service. Instead of travelling by car to destinations, people would use the bus instead generating income. 3. Need more hospital buses that link up with train stations.
Is it intended to continue to or introduce taxing buses for going into towns, due to their emissions, while allowing any number of cars to enter without charge?
The objectives are vague, long and what you'd already expect for a bus service. It's also really hard to find them (I had to read through a long webpage then download a huge PDF and trawl through it). New objectives should be short, more specific, measurable (many of these are not specifically measurable), and be able to describe and state them within an individual sentence so everyone is easily aware of the goal (without expecting them to download a huge PDF and read it).
It is very urban town and city centric - does little to address rural poverty and isolation with little evidence of knowledge or comprehension of what rural communities need.



When buses in my area ran more frequently, I used them frequently. Since their schedules were curtailed or cancelled, I have been forced to use a car. Plans to tinker with existing services without extending them are useless to me.
I use the Coastliner service and the availability of an early bus to get to work and a later service to get home makes the service viable to me. Office and shop workers need early and later busses to fit with the real working day. Additionally, one late service in each direction catches those using the night-time leisure economy. Also the lack of through ticketing and routes that do not connect to out of town industrial workplaces are barriers to bus usage.
Where i live it is physically impossible to use public transport to get to the local high school and hospital appointments in places like north allerton
I was hoping for service improvement in Great Ayton sooner rather than later as there has already been a reduction in bus services . The need is more immediate .
It would appear that the amount of consultation on which the proposals have been formulated are on a limited scale with no consultation having taken place with all community transport providers.
No matter how many times I click on the above they don't open.
Why not put the whole thing in plain English, not wrapped up to rival a Russian doll. It's a bus service, it carries people from A to B. It's what it does that counts.
At least Harrogate has a bus service, perhaps addressing Hambleton and Richmondshire would be an advantage. Dealing with Congestion is one thing, but addressing rural areas is equally important.
It is focussed on the major hubs, but has not really considered what they will do about the rural bus services which will always struggle to be economic
Staffing is a problem in Whitby and the cost of travelling by bus is prohibitive, being an hour's pay for many of the low paid workers, so could you support people on low incomes - this covers most jobs in Whitby!
Continuation of bus fare subsidies is untenable. Prices need to be affordable, comparable to TFL. Services need to be extended to include all suburbs to encourage usage, and they need to run into the evening to enable people to use the wonderful facilities without the car. Tourists need to be able to access attractions within a 10-15 mile radius of Harrogate and this within the town too.
Very difficult consultation to take part in - I love travelling by bus and simply need more options
The people who make the plan need to visit the area, see the buses in action,talk to the people who use them
This area needs more local convenient services with realistic fares. Reduce fares in non-peak hours to encourage people under 66 who are not entitle to a free bus pass in North Yorkshire. A park and ride scheme for Summer visitors into Skipton especially on Friday and Saturday
The provision of local bus services should be assessed by parish councils.
Just to make public transport accessible to all
Improve Park and Ride as the area and the people benefit.
Up until 2020 I used the local bus every day for work, then they cut the local bus so used my car to drive closer to town to use another local bus to get to work now this year I have found that the bus I used now has gone and the first bus starts running at 9 am which is no good for me and some others that use the bus. So now I am using my car for work, how do u expect to make the world a better place when people can't use local buses as they don't exist, so causing more people to use their cars.
no
no buses planned to serve Hackness
Too much jargon and nothing concrete
No.
Needs more focus on changing the method of travel from car to bus.
Does not address the local problem.
With all the new housing in Whitby I feel more buses earlier to get people into town for work would be useful as parking is very limited. The first bus to pass Helredale Gardens is around 8.20am too late to get to work for 8 - 8.30am

New residential development bus routes need incorporating into the service plan. Relly need an online system that allows you to find accurate departure\arrival data & prices (which for some reason cannot be found anywhere for single or return journeys?
I think it's absolutely ludicrous expecting the average constituent to read ALL these documents but that's what government documents are designed to do (depend on people not reading them). I lost the will to live after 7 pages of 27! The bus service should be cheap/free, reliable and regular. More input should ve made towards thus outcome and NOT money spent on cycle lanes at the expense of trees especially in an already gridlocked town. Cycle lanes are just a political diversion. And the roads don't need widening in the centre of the town!!
Cheaper bus fares and a much improved rural service is greatly needed in North Yorkshire!
there is no mention about conductivity to nearby towns outside the region-eg to York -etc. This requires regions to co- operative and have co ordinated timetables etc. The only actual action I could spot was to have more( unspecified amount) zero carbon buses- yes to that one but give targets/goals
See my previous comment.
Need more roots e.g. oakdale glen
It is an excellent Plan which hopefully will persuade people to give buses a try. The buses used by Transdev Harrogate And District including their electric ones in Harrogate are excellent.
Me personally think that if you live in a rural area it seems it doesn't matter,even though you would like to take cars off the road, to use public transport but not able to have the choice.
Not good enough
Just do it . Increase the frequency of bus services (11 communities being serviced by 8 buses Monday to Saturday and 3 on Sunday ) Either I read or not the plan it doesn't make the buses run. You need the cash demand it from the central government since the local MP is useless and haven't achieved it. For goodness sake work for your salary and give the local people the freedom they deserve and have paid through their noses with the ever increasing council tax!!!!
The consultants need to speak to people who use the buses, perhaps we need smaller buses in and around town which would be more economical and environmental.
I can't access your links. We need frequent buses to outlying villages. We need frequent buses to prevent road congestion by school runs and commuting.
frequency and price are important
Can't see it will make much difference to be honest, profits will always win over people
Make sure each and every bus runs according to the set timetable. This means not randomly missing a bus out for no real justified reason! People need to have confidence in the bus timetable if they are to use buses them more often!
I got lost trying to find the specific information covered in this section.
The issue of free car parking is a challenge. Many people will continue to drive and park in the town as the cost of a return ticket can be too much and it is cheaper and more convenient to drive. Only if it becomes too expensive to park will be turn to the bus more frequently.
Again, too much talk, not enough action
See previous answer. Bus provision on the indicated routes is totally inadequate. It's my experience that the X98/99 routes run when they can be bothered and cannot be relied upon.
Poor on the detail at this stage. Travelling home alone in the dark can be a worry therefore partnership with police or night time security schemes need to be included in in the partnership planning and execution.
I would like to use the bus from home to knaresborough from the B6165 which is approx one mile or to Harrogate. What about feeder buses to pick up around all new housing developments and there are now a few. My car is in the garage at least 3 days a week as I am unable to walk any distance due to medical reasons. The lack of a feeder bus services -as they have abroad - which pick up through communities - inhibits many people from being in the community which is so isolating.
I think you're complicating the consultation process by making people read these very complex wordy documents that are full of expert speak and mean little to the layman, thereby discouraging your alleged interest in what the possible bus using public have to say
North Yorkshire is so far behind that you are presenting what is commonplace in other areas as some kind of major innovation. Compare your inaction with eg what York Council.provides

No
Don't use bus local service does not exist anymore Not allowed on Whitby park and ride, even though they pass our road end lots of times in the summer when on
As per my previous comments
Without confirmed funding any comments are worthless because, inevitably, they ill be taken as unaffordable. The horse goes at the front of the cart!!
n/a
You not include any where there been no bus services
based in Ripon - good 36 service to Leeds, crap service to Thirsk/Northallerton/York.
Good luck waiting for the government to do anything these days! What can NY do without having to wait?
Easier, combined ticketing and information is key to providing a proper network. I live in Harrogate so am pretty pleased with the provision that I have personally but there are thousands of new houses on the outskirts which need to be included. This is complicated I'm sure by the lack of proper road provision
Far to general. How does this effect me?
A journey to the hospital or town centre which involves the circuitous route from Scalby to Highfield to the hospital to Clayton needs a passenger survey as very little use down field lane or the hospital yet the hospital car park is full.
Regular and reliable service top priority. Please could you instruct drivers about use of the clutch to avoid jolting when stopping? There's a high risk of falling, people cling on or have to wait for the bus to stop if infirm. This obviously delays the bus. Otherwise, all is excellent. Drivers are cheerful and pleasant, it's a pleasant experience on the bus - clean, well-maintained, new upholstery etc. Nothing to put people off using it - except for consistent unreliability.
Better bus stop information required ie times in an easy to read format
None
The Electric buses are brilliant and so much cleaner. I would like to see electronic service timetables at each bus stop. There is massive overcrowding on the No. 3 route in the morning and after 2.45 p.m. due to the School children crowding on rather than using the School bus. I would like to see this eliminated - particularly during Pandemics.
You should concentrate on providing more buses where there are less at the moment and cut the park and ride ones as they are often empty
One problem that comes over in reading about the BSIP is that it seems to be very dependent upon government contributions, which can be fickle. So unless the bus services can be made truly viable there is always a high risk that bus services will be withdrawn or reduced. For most people cars are a marginal cost as they already own one. This means that bus fares will need to be very competitive.
Don't know
more services between Harrogate and York, and Harrogate and Skipton
Need more provision in new build areas not acceptable just to continue existing routes
My particular interest is bus services in the Whitby area, including the Coastliner 843 (not mentioned in the plan), X93, X4 and 95 (probably a community service?). I can't comment on services in Harrogate. I suspect bus stop technology isn't feasible at rural bus stops.
There is no comparison between the wonderful bus service in Scarborough and Cleveland and Northallerton. For a County Town the buses are disgraceful.
The 'Bus Back Better' document indeed highlights most of the issues that I mention on the previous page, however it does not provide a resolution for competing operators on the same line - that should just NOT happen. There should not be competition on the same line - there should be no need for that. Also not mentioned in the document is a strategy of 'more frequent, smaller vehicles'. This has many advantages. The gangly energy slurping enormous busses that are 3/4 empty use far more energy PER TRAVELLER than a single occupant car. Because of them being more frequent, people will use them more happily as the waiting time at the bus stop is reduced. Being smaller has significant positive effect on energy usage.
No
Agree with many of the aims and objectives set out including making bus journeys attractive to the young, having daily capped fares, tap on tap off payment. Interesting to see the acknowledgement of the first mile and last mile barrier to using bus services. I appreciate that this is a problem in rural areas, but not sure



there is enough recognition of it in urban areas. This the main thing (apart of course from the covid epidemic) which prevents me and I'm sure a great many others from using buses and taking the car instead, adding to the pollution and annoying congestion in the town. I am not convinced that there is a will or commitment to tackle this in my area. There is no. Mention of it in the Harrogate Transport Improvement plan. I do have a free bus pass and on reading that providing free transport in North Yorkshire is "a substantial burden" on the county council, I am left feeling that my views and whether or not I use buses more is probably immaterial to the planners.
No
No opportunity has been taken to bid for a park and ride scheme for Harrogate -this is shortsighted given Harrogate's traffic issues which will not be alleviated by that district council's belated traffic changes in the town centre which will be implemented in the last months of the current district council's existence and which will be a retrograde step which will cost the new local authority a lot of money to undo and meanwhile upset residents locally. I note passenger numbers are modelled on figures pre- pandemic -the assumption being that passengers will return to that uptake of services. This is uncertain. Are there no national figures from other bus services which could help substantiate these assumptions? Bus services to and from York are currently inadequate. The plan does not take the opportunity to build on the progress York has made with its transport services recently. This is an opportunity missed for 2 unitary authorities to work together. York appears as a doughnut in the new service provision across the geography of North Yorkshire; reinforcing old fashioned political boundaries to the detriment of local residents in both authorities, sadly.
Many of the buses in rural areas are too big for the roads and generally have far too many seats so do not match the local demand from remote villages. Small minibus services such as the Little White Bus services in the dales have been shown to be suitable but there is nothing in the plan for improving support for this type of community service.
Think not everyone can book online. Connections need to work.
collaboration between public transport providers/networks is critical, on timing, location, standards. no good having a train/bus arrive somewhere & have to wait an hour in the dark for a 'connecting' bus. Or having to walk 1/2 hour across town to make the connection.
There is a desperate need for a bus service between Great Ayton and Northallerton, especially as it now seems to be NHS policy to refer Great Ayton patients to Northallerton Hospital instead of to James Cook. Even for the Covid19 vaccinations it cost nearly £50 each way to travel to Northallerton by taxi.
Public transport services e.g. bus and rail, should be considered together so that they can be integrated as far as possible. Longer routes should be investigated, incorporating local and inter town/city services.
The one thing I have noticed is that the reports are so long winded and full of legal details that the average person will not contribute
Read it still do not understand it
I downloaded and read the entire BSIP document but found it very long and tedious. We could have done with a shorter, condensed summary of the plan that was easy for all to access, easy to distribute and easy to read.
If you wish to improve bus usage you must start at the planning stage. It is no good building housing estates with complicated road layouts then trying to put a bus across the roads. Draw a single lane bus route across the plan, then add in routes for cars. Cars should be banned from access the bus lane which will mean that the buses pass quickly through the houses and most of the residents will have a short walk to the bus lane. This will also allow 'bendy buses' to be used. Many people say bendy buses do not work but if you design the bus route first then they can run easily and link up high population areas. A few years ago bus stops had a number ( still visible), you could ring it and it would display when the next bus was due. This was cancelled because it was expensive. Imagine you have cold wet 10 minute walk to a bus stop. You arrive at the stop early ( in case the bus is running fast) and wait ... the bus does not come so you wait a bit longer do you give up go back home. With the number enquiry you could store the bus post number, call it and would know if the bus was on time. late or cancelled. People say that you must have 10 minute bus service then passenger just turn up and wait. But we cannot afford it, so the buses run every 20, 30, 60 minutes apart. With this on line enquiry you can plan your journey, Find the money to re-start it!
It does not seem to address the deplorable bus services to and through villages in Selby District. People living in West Yorkshire have superior frequency of buses and pay substantially lower Council Tax than the residents of West Yorkshire.

Priority appears to be given to Harrogate. Hambleton district is mentioned as Phase IV, although many rural areas require a good network in this district, with better links to main towns and more frequent services.
need shorter more direct journey times more frequent services suited to office working hours. Need more connectivity between services.
The council is not currently fulfilling its responsibility to residents for controlling and managing bus service providers in the RESIDENT'S interest to: - ensure the integrated transport plans effectively alleviate the increasing traffic congestion in Harrogate - meet the transport needs of ALL travellers not just those with a free bus pass (such as free school buses, transferrable ticketing and targeting funds for other cheaper travel provisions which will demonstrably and effectively meet both an identified demand & reduce car use)
No
The way to improve bus services is to make them more frequent, be every day of the week, be clean, reliable and well driven, with easy to use, reasonable, simple fares. It's completely obvious and doesn't need a million consultations. The report is ridiculously wordy and hard to navigate when you already know what people want. Upgrading bus shelters, for example, is irrelevant. People don't want to be in the bus shelter for any longer than they have to. Getting good services at a good price is literally all that matters.
The contents of the scheme seem to have little to do with filling the objectives. Introducing randomly placed demand responsive services and offering minor support to a few services around the bigger towns produces nothing towards providing any integrated transport. The major benefits that public transport can provide such as providing a green system of transport for people to access work in urban areas, and for urban dwellers to access the national parks seems to have been overlooked. There appears to be no intention to provide daily services to most areas, effectively voiding the original intentions.
There is not enough being done to get more people to use the services. It is all well and good having a plan to deliver a better service but there needs to be more effort placed into how more people will be enticed into using the services. Simply setting at target of 80% will not make it happen.
Cannot disagree with aspirational environmental objective essentially to promote greater use of public transport and reduce motor vehicle congestion. However feel lack of evidence based data to underpin some of the objectives makes it difficult to give an informed comment. Eg: Concessionary fares for young people where is the evidence that this group will become bus users? As indicated good inter area connectivity in main urban centres but appalling services in parts of the urban landscape. In Scarborough there has been the absurd duplication of bus providers competing on the same route within 15 mins of each other. Hopefully NY Council Tax payers are not subsidising this commercial opportunism or tax write off. What powers and funding will NY Unitary authority have to encourage Bus providers to facilitate services based on need rather than financial greed.?
No
It appears that Skipton and District (i.e. mainly Craven District) is largely absent from the scheme?
Further consideration to people who work and live in or around pannal ash road area hg2 [POSTCODE PART REDACTED] and who rely on buses as they do not drive.=
Don't really understand all the waffle
- There is a need for affordable ticket pricing in town as well as the DRT schemes mentioned. This is not proposed among the scheme objectives and will be a key inhibitor to increased use of the services. Currently in-town services are costly compared t
Once again very woolly in terms of services on streets
All adults over 25 should pay the same rates, irrespective of old age or disability. The only exception should be discounts for those on pension credit, who should get 50% discount. Then cap a day fare to £5 per day for everyone. That's the only way to improve the proportion of fee-paying passengers.
No
No additional comment
It is absurd to seek comments on a plan for which there is no information about funding availability.
Generally I am living in too isolated a location that the scheme does not make any impact on me.
Buses need to be reliable, have greater frequency and take into account the pressure on services due to increase tourism. Buses also need to enable employment an education opportunities. Fares nee to be cost effective for everyone. Improved bus services should reduce car use.

Bring back the evening and weekend services to the rural villages which are totally ignored now (Wistow, Cawood, Naburn, Stillingfleet.
I am responding to this survey but I do not believe that anything good will be achieved
Anything has got to be an improvement to the bus service we have now
It's not specific enough. It identifies but does not state what, why, when or how. It should also state specific action timescale and review date 🙄🙄 why doesn't it include the free bus pass for state pension users? This is a significant bus user public group.
Way too focused on towns. No focus on linking remote villages with each other. Do people not want or need to travel between villages?? Surely the impact of covid has proved that decentralisation is relevant. Communities should be considered with links between smaller areas, not just economic hubs. Decarbonisation of the fleet is imperative, I'm glad to see this in the plan, but also decarbonisation will be better achieved if more bus services are put in the areas where they are needed the most. I and many others would be less reliant on private vehicles if there was a greater bus service between the village where I live and surrounding areas, not just one town.
Very little in it for Skipton and craven
Again the devil is in the detail
Timetables and fares are important.
Too many words lead to too little action, in my experience.
As we are rural perhaps a system where smaller vehicles could be used locally to link to more direct main routes. people do not mind changing buses
Whilst I accept budgetary constraints restrict off peak bus subsidies I would ask that the previous off peak subsidy twixt Thirsk and York be re-enstated to provide a limited service to provide linkage with LNER and Cross Country arrivals after 18.18hrshrs .
We agree that Harrogate is very well served by the Harrogate Bus Company Ltd, part of Transdev.
It does not seem to have any relevance to Craven
Completely failed to engage with communities before developing a plan that does nothing for our rural communities.
The Yorbus scheme is an excellent service but with distinct issues. It cannot be booked in advance eg a young person needing to get to work the following morning cannot be guaranteed a bus place. They have to keep trying to book it up to 2 hours early and even then cannot always get a service. The other problem is when they have been able to book a service it can be redirected on route therefore arriving later than expected at final destination, even when allowing extra time for journey. Not reliable therefore for work purposes for young people. Also is extremely hard to book away from Ripon area eg Bedale.
Outer areas need more coverage. West marton has no bus service at all.
I think working with neighbouring authorities to extend services to some N York areas would be good. Craven no longer has the x84 service which was so useful. Here is a replacement but it's not as simple now. Lower fares are very important; I'm in a full fee paying age bracket and it can be expensive for me to catch a bus within N Yorks.
Reinstate bus service from Harrogate to York with more return times
More eco friendly buses. Our village is served by old vehicles, some aged double deckers, and breakdowns occur resulting in service disruption. This does not encourage use of the existing infrequent service to York or Wetherby or help decrease carbon emissions
I would just like a Park and Ride facility on the outskirts of Harrogate e.g. Buttersyke bar on Wetherby Road. the ones at York are 1st class, a fairly easy drive to one of those but would be good in Harroagte/ Leeds
Do not have access to info
I welcome the pilot for a DDRT in Scarborough, which will be good news for the villages in the North York Moors around Whitby. Perhaps this can address the lack of provision for villages such as Speeton (only one service per day each way) and Folkton and Flixton (no service at all along the A1039 when this road runs between the A65 at Staxton and the A165 outside Filey with multiple hourly services on these routes between Scarborough and York/Bridlington at least during the day). The proposals to cap fares are welcome. EY bus company has introduced a Flexi-20 scheme so its coaster ticket bought in a batch comes down to £5.80 compared with the £10 cost of a 'one-off' purchase. However, it will still be difficult to

get people out of their cars when the service after 6pm is so poor for residents outside about 2 miles of the periphery of the main towns (e.g. the last bus to Filey/Hunmanby from Scarborough leaves at 6:10pm). There needs to be an integrated ticketing option between the bus companies allowing use of EY and Arriva buses to allow affordable journeys into the NY Moors villages. We need more promotions and special discount arrangements. In an ideal world, every neighbourhood would be connected with a regular reliable service at a £1 flat fare (as recommended by the Commission into Prosperity & Community Placemaking - No Place Left Behind report). However, this would be very expensive, but perhaps we can transition towards this ideal by offering extra services at weekends or on certain evenings.
As above - Ryedale area in the evenings is my main concern. Good communication about delays or cancellations - more of those info boards at stops would help.
Please look at improving the Bus Service in Craven including the main routes (A59) with Lancashire or at the very least including a service that includes the outlying villages allowing people to access a bus service into Skipton. Currently the only option is to use a car as the only bus service is the X80 which is almost a non-existent service.
Expensive in terms of resources for working groups. Potentially time-consuming and protracted decision-making processes. Outcomes will be totally dependant on funding being available, not to mention ability to recruit additional bus personnel.
the emphasis on this is on the larger cities
It is felt locally that we have 3 criteria which need consideration; 1. Accessibility and awareness for a large elderly populace in this area; Increased services to accommodate the seasonal increases in tourists, hikers and walkers; Accessibility geared towards not only shops and services as part of the end product of bus services, but also thought given to the times that the entertainment industries operate, i.e Theatres, cinemas, restaurants and Pubs. Many more people would be encouraged to use services that responded to not only essential trips, but also for entertainment journey purposes
It cannot be a Partnership Plan if it includes only 3 bus operators on its Board and working group: this effectively excludes all the smaller operators who provide our bus services. Consequently it is clear that the EPS will not be addressing the needs of rural areas like ours, contrary to the expectations of the Government in its announcements on BSIPs.
Disappointed that you have chosen Transport Focus as your "bus user group" despite there being a number of local and regional bodies that are likely to be significantly better informed about public transport in North Yorkshire. Concerned about expansion of the Yorbus service leading to further decline in rural transport, especially as the unpredictability of this service makes it unworkable for lots of people. The approach seems to be created to perpetuate existing commercial providers' contracts and feels somewhat cartel-like (just three providers getting a say, and these voted for - presumably the bigger companies are a shoe-in). Where is the needs assessment? Where is the impact assessment for those most affected (PANEL principles...)? Demand-responsive - don't roll it out until it works...
Early days, but the more buses running for longer the better!
same as previous comment - would like to see more regular connecting services between the smaller cities and towns.
I strongly support measures to restore and improve local services in the County, especially in Hambleton where service cuts have decimated bus service availability. However, the measures need to reflect need rather than what an officer at County Hall thinks people should have. They also need to be flexible in order to meet many different needs whilst remaining viable. To that end I would like to see Demand Responsive Transport (DRT) services introduced where conventional fixed route, fixed timetable services either cannot be afforded or where they do not meet the varying needs of potential bus passengers. I do not believe that the model for DRT implementation contained in the County's BSIP is either cost-effective or designed to satisfy the needs of those it purports to address. I'm concerned that the BSIP makes no mention of the needs of different areas, nor any methodology for evaluating those needs. I am aware of the County's past refusal to undertake Travel Needs Assessments, I wonder how current proposals for improvement are being justified? How, for example was the trial area for the YorBus operation selected? I have severe concerns about the County's YORBUS model, particularly the Council's refusal to accept advanced bookings, which are essential for potential passengers to have confidence in the system. My research has found that claims by the Council that Advance bookings would reduce patronage are the reverse of the truth. I believe that DRT should have the ability to operate on a door-to-door basis within a defined operating area, as in most DRT schemes elsewhere in the country. I also think that the artificially low fare charged on YorBus is unsustainable in the future and is inconsistent with the County's normal policy on fares, forcing me to conclude that the low fares have just been used to artificially boost use. Finally, I



am disappointed at the absence of reference to Joint Working with other transport providers, especially the Health Sector.
There appears to be a lack of consideration for elderly and disabled passengers.
The prices need to go down and the frequency up. They need to be reliable, I have waited twice for buses to Thirsk.that just haven't turned up.
There are no buses visiting the villages of Folkton & Flixton along the A1039 which is a connecting route between the A64 & the A165. Buses along both these routes are numerous throughout the day & with a bit of re-organisation could support a service for our villages. We welcome the pilot of the Scarborough DDRT (digitally enabled demand responsive transport) Yorbus as this could benefit the Folkton & Flixton residents & will be a big benefit for residents and tourists getting round all the North Yorkshire Moors villages. The capping of day fares & ticket promotions to reduce costs would be a welcome initiative & the council have to find some way of improving the operation of evening services around the district to stop us using our cars.
As we are getting older using the bus becomes something we would like to use. However as we live out of Scalby village which means 20 min walk both downhill and uphill, the possibility of a small mini bus would be idea. This would be for economy and convenience. There used to be a bus service many years ago but that stopped.
Comments as previously expressed. I would suggest that the No. 70 Service in Thirsk would work better if the current long journey between Northallerton and Ripon was changed and fewer buses went all the way to Ripon. This because fewer people travel between Thirsk and Ripon as compared with the number travelling between Thirsk and Northallerton. It is almost impossible for this service to run to time due largely to the length of the journey, the type of road en route and the type of traffic the bus meets between Thirsk and Ripon. It is an impracticable journey and takes far too long between Thirsk and Ripon. This suggestion may also put less strain on the rolling stock.
Money is a huge factor when choosing a bus over taking the car.
Central government should provide greater funding for the rural deprived areas
I'm worried the actions proposed within the Enhanced Partnership Approach will not deliver the vision and objectives. Too little is offered for the more rural districts of the county, including the Yorkshire Dales National Park and Nidderdale AONB. With NYCC budgets for bus services declining significantly in the last decade, surely it makes sense for the council to back providers who can attract additional funding from other sources and spend it on a not-for-profit basis, such as DalesBus. They stand out to me in particular, as they run Sunday services that - if expanded - could significantly reduce environmental damage caused by car-based tourism. Evening and Sunday services were seen as a high priority by residents in the engagement exercise (section 9 of the plan), but such services are neglected in the BSIP. Generally, I'm concerned by the BSIP's lack of ambition to improve the limited service offering in the national parks. The BSIP will do nothing to help maintain and develop the aforementioned Sunday services, for example, except perhaps for some marketing activity. Marketing activity will be of little benefit if there isn't a good network of timetabled and dependable buses available with sufficient capacity for people to use. Social, economic and environmental issues will only be made worse (rather than 'levelled up') if bus services continue to decline outside London. It's not too late to be more ambitious for current and potential bus users in and around North Yorkshire. God's own country deserves heavenly bus provision that puts other counties in the shade, not sporadic dial-a-ride minibuses that lack the capacity, dependability or accessibility needed to make the positive difference we all really want!
Please keep and maintain the existing No 30 bus service through Alne as an essential service, Under the Government's levelling Up Agenda we would like to see further improvements, in particular a late evening bus service which was identified in the Alne Community Plan as a priority to strive for. Also provision of at least 1 bus shelter in each direction along the Main Street in Alne, for passenger comfort and convenience in inclement weather.
Cheaper bus services would mean more people use them rather than their cars which would improve air quality and help rural areas to spend money in other localities
I agree with the community schemes and on demand services. I think price sensitivity is irrelevant if it is reliable and cheaper than taxi services. The no 42 route passes through a number of tourist areas with busy caravan parks that could contribute to the local economies of York and Selby.
Your plan is incomprehensible. We need more buses, more frequent services, and better bus stops with clear information and better bus shelters - weatherproof and with benches
Unable to comment as large print version not received.

Alex Hornby has been permitted to cut the (very busy) 24 hourly bus service by half to two-hourly since 2017 with impunity, destroying the livelihoods of Nidderdale residents (including young disabled people) who have lost jobs, been unable to travel to work/places of education, unable to attend appointments & generally left completely isolated as a direct consequence . Many more residents have been forced to move away from the area and many more (ourselves included) are looking to move away due to the lack of public transport. Most Knaresborough and No 36 buses run every few minutes, most virtually empty, while we struggle with a 2 hourly service and the highest fares in the district. So much for the green agenda when residents of the vast bustling region of Nidderdale are having to rely on taxis or lifts in cars because the bus service is so woefully inadequate and it cannot possibly support all the new housing being built in the area. Here lies a perfect opportunity for Connexions Buses to be approached to run an hourly service in Nidderdale to fill in the alternate hourly services yhat were removed by Alex Hornby, thus restoring an hourly bus service for Nidderdale residents and providing some healthy competition in the process. Julian Smith MP has been no help whatsoever.

It does absolutely NOTHING for the disabled and elderly residents of Harrogate, especially where I live. Public transport is supposed to be accessible TO ALL!!!

Your plans seem to be completely at odds with what the Governments National Bus Strategy is attempting to achieve. Also, why is NYCC still sticking to an old policy of not supporting Evening and Sunday services. Business Improvement Districts throughout the county are trying to stimulate evening & weekend trade as are the tourist industries in the county, what is NYCC doing to help them ? How NYCC has the audacity in the BSIP to compare itself to the 'Best in England' based only one example is unbelievable, we all would like a bus services like the Transdev 36 service ! There are already several examples of good practice and industry leading innovation among North Yorkshire's bus operators, why is NYCC not encouraging bus operators to be more imaginative in the rural districts ? Whilst currently travel by car in rural areas is the dominant mode of transport, it should be an objective of the council to aim reduce car usage numbers by providing an adequate public bus service which it is not doing at present, nor is it planning for the future, the vision is flawed. With increasing costs, there also appears to be no forward thinking by the council with regard to the community in rural areas being able to continue to afford car ownership or usage. Electric cars are expensive and more difficult to keep charged in rural areas, with limited numbers of charging points compared to large towns. Where do the real public fit into this plan, the ones who are young, trying to get their first job, the elderly and infirm who are no longer are able to drive, people who are unable to use modern technology or live in a digital blind spot, where are they considered in your plans ? Your DRT plan is a joke! With no published statistics other than media releases of positive views, how can the public establish the true validity of the pilot ? With a DRT service limited to same day booking and no guarantee of a return journey, realistically how many people are going to use it?

Match services to growing towns.be specific. Boroughbridge needs a one bus service to Harrogate.

Regular buses from Harrogate to Green Hammerton, Clifton Moor and York and Skipton

In Whitby buses aren't aimed at local users and mainly tourists. In the winter no buses aft 18:40 on a night, 17:40 on a sunday, other than buses returning from middlesbrough or scarborough and terminating in Whitby. The only service which runs after this time is the X4A which reutrn to middlesbrough/dormanstown In summer services only improve with and additonal journey on the X93 to scarborough at 19:40. All town services, sorry the only service, the 95, stops at around 1720 or 6pm depending which direction you are travelling in. My worry is of the lack of focus and support on providing bus services to meet the needs tourists and not local people. A lot of emphasis on additional service on the X93 to scarborough becoming 2 and at times 3 hourly in the summer months whereas many areas in whitby are not even served by as bus service anymore which once where. The emphasis seems to be about how can we make the most money out of tourist routes in summer than providing an adequate all round service for everyone including people who live and work in the area. Examples in next comment section. My feeling is these private companies are very good at removing services compared to providing new ones or improving existing ones - especially when it comes to their profits. Like i say the clue is in the name - its a service. every service will not make the mega bucks of the x93 of x4 but a multi million pound company like arriva make enough profit to provide and improved local offering for whitby without a doubt. Either that or there needs to be more support for other companies provide the services they arent willing to. In terms of links between places the 843 to york/leeds is a great example. made for tourists so they have a full day out in whitby but theres no way you can do the same if you live in whitby and want a day out in york. you have like 1 hour there for something like 6hours of combines travelling. you have to pay alot more get a bus to scarborough and then train.



As above, the aspirations and the approach which is proposed will not meet the needs of the present generation, let alone future generations. There is an ill-conceived assumption that your DDRT services will meet the needs of this huge area and its demands, including those of tourists. We need regular, reliable bus services which serve most villages and towns seven days a week.
Too much information for a quick glance - need to highlight the main points.
It is acknowledged that NYCC is restricted in what it can include in the scheme, given the uncertainty regarding funding combined with the legal requirement to deliver the scheme that is included. The initial feasibility studies undertaken need to focus on the areas where the best value for money can be realised, which is likely to be in the largest urban areas. However, much of North Yorkshire is rural and the rural areas are generally the most deprived, in transportation terms, and most reliant on the private car to provide access to employment, education, facilities, services and social value opportunities. Therefore, there is a huge opportunity to improve the public transport offer in those areas using innovative solutions such as Dynamic Demand Responsive Transport services (for example the well-received Yorbus trial that serves Ripon and surrounding areas). Bus services in rural areas, which potentially have lower demand, could also be adapted to incentivise use by providing additional benefits for users, for example, space could be provided on-board to allow bikes to be carried to help people access the rural services more conveniently and aid onward travel from their destination bus stop. A key priority is that the EP and scheme(s) are forward looking. Bus provision and improvements need to be aligned with areas planned for housing and employment growth to ensure that those living and working in those areas have access to high quality bus services. In particular, access to bus services need to be provided in the earliest phases of developments to help entrench travel by sustainable modes rather than the private car. Knowledge sharing of the findings of the initial studies will be beneficial to aid constructive input to the suggested future measures that can be added to the Enhanced Partnership Schemes when the funding is known.
*Bus Timetables are not integrated with train timetable and 9-5 work patterns. This is particular frustrating for commuters travelling from Settle to/from Skipton. People want more frequent bus services too. *Bus Routes. The service to some relatively near communities is a waste of time as residents are not able to get back from where they might want to go. On the other hand, is it the best use of buses to shadow train services to Skipton. These buses are mostly running for the convenient of pass holders who would otherwise have to pay for using the train. Ticket Fares. Strongly support for reviewing the national bus pass scheme so that fares were more equitable. A better solution might be similar to the National Senior Rail Card scheme, offering a generous discount rather than unlimited free travel. *DRT Services - there are opportunities for using the DRT model to extend the routes and frequency of scheduled services in Craven.
Zero emission buses excellent, also a suggestion is for taking bikes on buses or a trailer with bikes on. This may be particularly relevant in tourist areas.
We are very concerned that the plan is very much focussed on infrastructure work and developing commercial bus services within the more urban areas of Harrogate, Selby and Scarborough. It is however the other districts which have suffered the greatest cuts to bus services, and hence to the use of public transport, in recent years, and are therefore in most need of investment. The plan offers little to help improve this situation, despite a stated aim of the National Bus Strategy being to reverse recent declines in bus services. NYCC now spends £1.5m supporting bus services, down from around £6m ten years ago – a drop of 75% which has caused a serious drop in bus services and usage, particularly in these more rural districts. The plan does not include any proposals or funding to restore any of the lost bus services, nor to change the policy of not supporting services on evenings and Sundays on an ongoing basis, despite the fact that such services were identified as a high priority by residents in the engagement exercise referred to in section 9 of the plan. The BSIP highlights the fact that the area is one of England's most popular tourist destinations, with two national parks, presents an area of opportunity for development of the bus network. However there are no proposals to improve the limited service offering in the national parks. Most Sunday and Bank Holiday buses in each area are dependent on short-term fundraising by the Moorsbus and Dales & Bowland CICs, which is not an appropriate or sustainable basis for these important services. The BSIP will do nothing to help maintain and develop these services, except perhaps for some marketing activity. This will be of little benefit if there isn't a good network of buses available with sufficient capacity for people to use. The climate emergency means that modal shift to public transport is becoming increasingly urgent in all areas, including the Dales, but North Yorkshire's plans will not help facilitate this.
There is no point in enhancing services if they are not used, and I do not think that any rational enhancement will increase use. For example, any bus service will take 30 minutes at least to get from our village (Ingleby Cross) to Northallerton compared to 10 minutes by car or taxi. No one is going use this

service. It is currently provided to 2 or 3 people who could benefit far more from a flexible taxi or community based service
It would be great to see some wider support for unemployed people and young people especially those leaving local authority care to ensure they are given every assistance to move into adulthood successfully.
Only refers to existing bus operator. What about bringing in other operators and including NYCC and Little white Bus etc.
As aboHaerd ve
Overall, the plan and scheme is coherent and should, subject to availability of funding, have a limited positive impact on bus services in North Yorkshire. However, as a rural parish council, our key concern is that the majority of targets and interventions are focused on increasing passenger use on routes which are already commercially viable, and in and around major conurbations in the county. Whilst these are laudable targets, the plan does little to address the lack of access to public transport in rural communities. The key intervention to support such access is the roll out of demand responsive transport services, but this would appear to be a small part of the plan and very limited in scope. For rural communities, there is no benefit in any of the interventions related to ticketing reform, use of technology, marketing etc., if they cannot access bus services in the first place. To this extent, the plan is a missed opportunity which will do nothing to address the increasing problem of rural isolation or the barriers to access to services for the elderly, the disadvantaged or the disabled.
Far too vague The concept of feasibility studies into bus provision need, for example, is an expensive nonsense. Your Authority, from years of public transport involvement, should already be gathering such information as part of it's duty of care.
I am happy with the proposed scheme if the authorities can deliver on its vision. Unfortunately there is a track record of not enough money being shared out by our National Government. I sincerely hope I am mistaken this time and that buses serving rural communities will be prioritised to improve the lives of many people.

**Table B-3 - Q10 - Do you have any further comments?**

A core network of key routes running hourly fed by other less frequent routes. Demand responsive is unhelpful and should only be where it isn't practical to run regular service. Perhaps as a replacement for buses which run 1 or 2 days a week.
Customer service training for drivers is essential. Currently some drivers are excellent but many are certainly not & can be positively rude.
Bus passes should mean a flat £1 fare, not free. Nobody is too poor to afford that and it might keep buses going.
The major problem with the bus services in the area are the high cost. As a uni student despite getting student ticket discounts with arriva, i notice just how much more a day ticket in North Yorkshire costs in comparison to the major cities, this is a huge barrier for many citizens with a full adult day ticket price being double on Arriva than what an adult would pay in Coventry (were i attend University). I understand a major issue with this is due to the free bus travel for the OAP's, but it really does feel like the younger generation is subsidising free bus travel or reduced bus travel and I find it wrong to therefore consider 50% reduced ticket costs for those on job seekers, where those in work struggle to pay the high prices so forth. Another good example is a return ticket from Sleights to Whitby (a 10-15 min bus tip) which costs nearly £5, yet as I said before in coventry I would get a day ticket for £4 (which also has a weekly cap at a lower price), this puts a huge strain on people going into town which is predominantly minimum wage jobs. I strongly feel (and economic supply/demand also shows) that a reduction in bus fares (which is properly marketed so people are informed) would increase the amount of people using the services which will result in even lower fares, and the additional knock off benefit of reducing carbon emissions as many people feel it more suitable to have a car due to the rural nature of the area, despite this not being needed with the right policies put into practise.
Evening services?
The last/first mile is so important. In Calcutt we have only No8 which gives 4 a day into Harrogate - but then a 3 hours wait for return. Rerouting just a few of the 1 bus via Forest Moor would provide us all with a usable service (I consider a 30 min service acceptable) - therefore I drive to Harrogate because it is 1.5 mile to Starbeck to catch the 1.

Park and ride should have facility to park overnight in the absence of late evening services that necessitate a taxi return
Zero Emissions and Decarbonisation, whilst in important issue, is not a big issue for buses in urban areas. Doubling bus services would have an insignificant impact in rural areas.
42 bus service needs to be improved. Service is limited for workers & leisure. Bus timetable needs reviewing and eve & weekend service needs to be reintroduced.
We need to have a viable service in the west (Craven) area of NY which enables seamless travel between the small towns and villages from Settle to Kikby Lonsdale, instead of relying on Lancaster based services and which include Bentham - at the moment is extremely complicated to even travel by bus from Bentham to Settle.
There are other places too, should try to fund electric vehicles, even if not the full 71. Would like more services run by you, hope other operators that aren't mentioned are going to be part of it too. They have the right just like the operators service mentioned.
We need a fast track bus straight from Sherburn in Elmet, Tadcaster, Boston spa, Wetherby. The 492 takes roughly 1 hour 30 minutes and runs infrequently and stops running before work hours end, leaving workers and students to have to find other travel. If possible, Spoforth and then Harrogate would be useful stops after Wetherby.
A later bus service and a weekend bus would definitely get used and would probably help increase public transport usage by younger people and families
This is a vaguely worded section. Do you mean "important to me", "important overall" or what? Personally, I couldn't care less about services in Harrogate as I'm never likely to use them but I do recognise they are important. As for decarbonisation, there is zero choice about this - it has to be achieved so why bother asking? Likewise passenger safety. You haven't asked anything about whether I used to use bus services when they did exist (yes) and you don't seem interested in what services I might want to see in the future. It's all really just a bit of box-ticking, isn't it?
Please do not forget about rural areas when rolling out essential changes.
later buses from York to Easingwold on an evening especially a Saturday would be nice
While the document notes that "low cost or free parking can present a barrier to using public transport", this does not sufficiently consider public transport users who rely on parking to access public transport options due to limited or non-existent services between rural areas and the nearest train or bus stations.
the 42 bus service from Drax to York needs improvements. the last bus leaves York at 2.45pm which means you likely have to cut short any activities you were doing., and sometimes when I don't finish college until 5, I have no way of getting to my dad's house as the bus leaves Drax at 4.10pm. the buses have too long intervals between them which can result in missed appointments, etc. there also needs to be a Sunday service to allow easier access to Selby and York.
I would like to see the proposals for a P&R for access to Malham village in the summer months become a reality.
The cuts to funding for buses across North Yorkshire have felt like a real false economy. With many services dropping below the critical hourly frequency, others losing evening and Sunday buses, and some being cut altogether, more and more people – residents and visitors alike – have had no option but to rely on cars, leading to reduced ridership on the buses that are left. But this doesn't just impact on falling fare receipts; it has serious implications for the residents' health and wellbeing and for the local economy, especially in areas that depend on tourism. Dalesbus and Moorsbus should be flagship enterprises with the council leading from the front, but instead they are reliant on volunteers and sponsorship, and so they lurch precariously from one year to the next with little long-term certainty – yet despite this, they achieve great success. Just think how much more they could achieve with the council being a key player driving the services forward, giving them the security for long-term planning, and widening the scope of the projects. North Yorkshire should be a standard-bearer for sustainable tourism, but it needs investment from the council.
In an area that relies on tourism it's important to make services efficient and accessible or they will not be used. They need to be clean and comfortable with an ambience of safety throughout the day/evening.
It is critical to have a service through villages that operate from early morning until late at night even if that means they are less frequent as people can plan round less frequency but cannot plan round no service at all at certain times. Eg no service currently after 17:30.
Scarborough people, working people are unable to use this service, the routes are shocking especially if you live just out of the main town. It is never going to encourage people into public transport

I live in a rapidly expanding market town which is supposed to be a "service centre" for the surrounding villages. There is no public transport after 7pm and services to some of the surrounding villages don't start running until mid-morning. How is anyone supposed to travel for work or pleasure without resorting to owning a car? If we're all supposed to be doing our bit to tackle climate change it's time that bus operators need to be made to use some of the profit from popular services to fund less frequently used services and NYCC need to start funding services again.
We need a better bus service between Boroughbridge and Harrogate
There is still no mention of improveing services to outlying areas!
If you provide convenience for people and it is cheaper to use than using the car you will fill the buses and eventually they will make money but it all takes time and customers need to have confidence in the system.
Only as stated above.
Reliability of buses is an issue, particularly on the Leeds route.
Service availability is key and central to the rural community who otherwise have no option other than driving to urban centres, and would therefore be penalised by parking changes
Just need a bus services
Increase bus connectivity to villages . We have no service and are stranded without a car, shocking when we pay the same council tax as other service users
Where would the Park & Ride be? For the Dales and North Yorkshire National Parks? Great idea if that is what is intended but I can't find anything about it. Low emissions matter in the busiest towns where buses are caught up in traffic. Otherwise, getting people out of their cars does more to reduce emissions than worrying about bus emissions - get a few people on a bus instead of in separate cars and you have offset the fossil-driven bus emission. "The pandemic has also impacted bus services that have historically been commercial but patronage has reduced. We will financially support those impacted services so that they become financially sustainable again within a short period of time." You don't say what happens if they don't become financially sustainable again. Figure 2 in Annex 1 to the document "National Bus Strategy" which was a report to NYCC councillors, shows Skipton to Keighley and Skipton to Settle as a key corridor. This has one key interchange in Skipton when there are in fact two - the rail station and the bus station - and one in Settle, where buses do not generally go to the station, apart from Dalesbus. The key interchange shown at Settle is therefore presumably the 580 and the 581, which is the same bus changing number. The key route to Colne and Burnley is not show, although this is a key route for people in Skipton and Barnoldswick and carries more passengers that Skipton to Settle, which also has a rail connection, whereas Skipton to Barnoldswick does not. So I don't think you have your key routes or your key interchanges correct. It also seems to me that Harrogate to Knaresborough has a train, as Skipton to Settle does, and you don't mention trains at all. So much for integrated transport. And under seamless ticketing, no mention of PlusBus, which could be used in Selby and Harrogate and Scarborough, but NYCC doesn't seem to be working with the railways to promote the idea.
no
Skipton should be identified as a main bus market. Many of its important services are cross boundary but this is no reason to neglect improving them, working with neighbouring authorities.
Please could you advertise this survey on local news sites like Richmondshire Today I only became aware of it when I was browsing on your webpage
No
Whatever box I tick will not improve bus services in my village.
Can you provide me with an email address where I can send you submissions that I have made about the 42 bus route in the Selby Area? I'm not happy that you've not been able to include anything that we have achieved on the 42 route, bringing together villages to fund services that the County Council ceased to support. I have asked that the County Council and local councils work together if funds are available from local councils.
Just simply more frequent buses and later buses. Scrap YorBus scheme as its confusing and stops me using the bus...just have more scheduled buses please.
Inadequate service for the elderly with no other means of transport Taxis work out very expensive.
Feedback essential



Please keep in mind accessibility for wheelchair users. I didn't expect to become one and have been pleasantly surprised at the kindness from one operator and horrified at another! Accessibility to buses will help to keep me independent and not reliant on carers.
What a missed opportunity!
NYCC should use its enhanced partnerships to develop a network of interurban and town bus services linking the whole county. These services should run daily with a minimum hourly frequency. Priority should be given to Craven, Hambleton & Richmondshire where bus operators rarely introduce new initiatives. The Council must be prepared to invest significant finance to develop such a network which should be run by commercial operators using full-size buses. This network needs to meet the needs of residents and visitors alike and enable access to employment, retail, leisure, medical and tourist opportunities.
A bus that can get you from Skipton to Ilkley before 9am would be handy and a daily bus that covers a scenic Dales route starting at Skipton (gateway to the Dales) and going round some of the more scenic rural areas would be good for residents and tourists. Even one journey in each direction per day would be smashing. Get bigger buses from Grassington to Skipton. Those small buses in the summer are standing room only sometimes!
Need new routes to include villages such as Ryther
We have no usable bus service so we have to rely on our cars not very environmentally friendly!!
I live in the Rural village of Tollerton which is in the Hambleton area. We are a rural village but I feel that we are penalised as the bus services are so infrequent. The bus frequency rate has reduced since we moved here which is disappointing. There used to be a night bus which was always very popular but this stopped. We have no public transport access out of the village after about 6pm. More frequent buses both day and night would be my request.
There needs to be regular reliable buses particularly in connecting with the 36 which is fairly reliable. You have stated that the 36 bus is every 10 minutes, I would like to point out that this is only the case between Harrogate and Leeds. From Ripon the service is at best every 20 minutes and normally every half hour. The 36 service runs late night between Harrogate and Leeds but not to Ripon, so for example if I wanted to go to Ripley or Harrogate for a music event I would not be reliably able to get back late night. There is also the issue that if a bus misses a connection or is cancelled then it is necessary to get a cab back which can be very expensive. There was an instance when I was travelling on the Little White Bus which missed a connection in Richmond, luckily it was not the last bus back from Richmond if it had been I would either have to have got an expensive cab or stayed overnight. This is unacceptable in the 21st century.
Tap on Tap off requires an awful lot of technical infrastructure/investment; contactless payments are cheaper. papertickets even more so. ToTo can potentially exclude potential, occasional bus users. When I last visited Harrogate and used the buses, if it had been mandatory to have the equivalent of Londons Oyster card, I would have been hacked off, and I wouldn't have bothered with the bus ( I would have used car) - so access to bus service cannot be limited to ToTo users.
Far too much and too complex to read through all documents to come to any conclusion.
Make availability for public to be able to hop on and off park and ride
I live in Whitby. I have to travel to York regularly - it would be great to have a fast service Whitby- York station. If that is not possible, the x93 timetable needs to be changed to adapt to the Scarb-York train timetable change. 3 years ago I took part in a survey on that bus route about a proposed timetable change - currently the bus Whitby-Scarb gets in just after the York train has left. Likewise coming back from York via Scarborough, the train comes in just after the bus has left. This is completely hopeless for work purposes, leisure too. In winter the buses are only one an hour to/from Scarb and Whitby. I hope you will be doing something for the non drivers of the Whitby area to help us be better connected with our nearest towns and cities.
Website development is unnecessary as there are already plenty of existing websites and apps providing and for North Yorkshire to develop its own will be a waste of money, as it will most likely be of a poorer standard than what already exists. It would be a great help if existing operators were mandated to install trackers on their buses (where they don't already do so) including where necessary the provision of funding to help them do so, so that existing phone apps (and websites) could provide live journey information. This should include buses on services currently operated by NYCC e.g. the 11 Tosside to Horton-in-Ribblesdale, the 74 (Mon, Wed, Fri) Grassington to Ilkley etc.
In our village we have virtually no service to Selby, our nearest town where we ought to be encouraged to go. Whilst Selby to York has a bus every 15 minutes, we have up to 5 per day to York, and none on

Sundays. Could Arrive be asked to route some services through our village, to York. We are virtually forgotten, except by East Yorkshire services. Too far to cycle anywhere - we need affordable buses
Fare packages need to reflect the work from home changes that have happened and will continue to be a factor in working life.
My main concern is cost. That is the reason I don't use buses unless I really have to. It galls me that in Scotland and Wales anyone over 60 has a free bus pass, yet in England we must wait for retirement age. After 60 that could be 7 or more years.
Customer surveys currently ask those travelling not those prevented by poor timetabling/connections from travelling. Have to have a coherent bus/train plan for a) commuting and V Different b) leisure- opening up n yorks to non car walking and exploring
I welcome any moves to enhance the bus service and I hope it will become a viable alternative to car ownership one day in conjunction with other measures such as car share schemes, street car initiatives etc.
no further comments
The price of bus fares needs to stop rising. With a rail card it is currently cheaper and quicker to get from Selby to York by rail. The bus timetable and actual real time availability haven't improved since changes during the pandemic. They are late more times than on time or don't show up at all. The buses are too unreliable for the price they ask of for fares.
Scarborough should have a new bus timetable info office (like the now closed one on the Railway Station which was ideal) to help residents and visitors. Also, bus stops/shelters should be clearly marked with the service numbers of the buses that stop there.
Bring back a service for Folkton and Flixton, there are no buses at all ....
North Yorkshire cc has this thing that you only support Harrogate or Scarborough please remember they have well established bus companies that will be making profits on the routes so al you are doing is saving them the cost of improving them even though they pretty satisfactory already. Please make sure you have a look at all routes that are in North Yorkshire and make sure that there routes are up to date as things change and route to to adapt to this.
Would just like a decent regular bus service between Selby and Leeds including sundays
As mentioned previously would be most interested in demand responsive roll out.
Leyburn needs more than 1 bus a day to get us to connecting areas
Please reinstate and improve the bus services from Northallerton. It is now impossible to travel by bus from Northallerton to York or Middlesbrough, including James Cook hospital
Whitby needs fit for purpose park and ride facilities that incorporates a new electric bus service that serves local people as well as tourism
I used to use the buses daily but due to COVID-19 and illness over the last 2 years, it is now down to a few times a week. Hopefully it will be more in the future. I am also nearly blind, deaf and have mobility problems and live on my own so rely on buses and trains to get around. Many pavements have been taken away to widen roads so it is 'hell on earth' for pedestrians getting to and from bus stops.
Hambleton villages on the A19 are left out in the cold - Thirsk to York is ok but this route does not go to useful places like Clifton Moor. There are no major food stores on this route and as a non-driver I have to rely totally on food deliveries which means fresh food (salad, veg etc.) does not generally have longer than 3 day life. As pensioner on basic pension I cannot afford 2 deliveries a week as you have to spend £40 to get a free delivery or pay a delivery charge.
Stop the cowboy kev and his scrap on the riadd
Bus drivers to be more aware of disabilities including hidden as many drive on while still walking to seat.
New bus routes are needed in whitby especially on the east side
On demand buses in rural areas. More publicity for rural services. There is a need for more services to cover rural areas, especially for older people without cars. These may need subsidising.
Please read my previous comments.
Give far more thought to disabled people being able to board and alight from buses.
Late bus services made available between Wistow, Cawood etc and York, this service has not been available since pre Covid leaving the villages very isolated for those wanting to visit York at the weekend. The local councillors do not seem interested, perhaps because they do not use said services but there is a large number of people in the communities that use these services on a regular basis.



People have to be incentivised to not use their private car as their first choice of transport. In Scotland, from the end of this month, bus travel is free for under 22 year olds. Why isn't it available here?
One of the worst-designed surveys ever.
We just want more buses not waffle!
See previous
Ripon 36 bus is far too expensive, especially on part journeys. Harrogate to Ripley for young people to get to work (Ripley Castle) is a full journey fare. Fare structure and offers are also too complicated. Ripon only has access to main line station at Leeds ( long ride) or a very long and expensive journey via Harrogate to York. For work and leisure - for Ripon citizens to access jobs and leisure in Northallerton, Darlington or York there MUST be a bus connection from Ripon to the station at Thirsk. University students living in Ripon require East Coast mainline ( Newcastle, Durham, London, Edinburgh, York), need public transport to help them get to and from. Thirsk train connections will also bring tourists into Ripon, to visit the cathedral and market, to supply our cafes and shops with young workers. Bus connections also need to run in the evening, including Yorebus, supporting the pubs in local villages and allowing Ripon and village residents access to NY towns and other cities as above. Young people would have access to friends and entertainment in the evening. I spent three weeks, travelling to York daily, for jury service. Without a car, it is impossible to attend, in a reasonable journey time, via public transport. A vital service which we are expected to carry out, but without the necessary public transport in place to make this possible. Ripon feels very cut off.
This was not a very helpful survey and I did not understand many of the questions despite being educated to degree level. I would just like a better bus service. I can drive but prefer to use local buses to support the environment and others that need a local service. I also like to be able to drink and not drive.
The National Bus Strategy calls for ambitious proposals. It should be seen as an opportunity to provide a step-change in the quality of the only form of public transport in much of North Yorkshire. While the content of the plan is very promising and a positive step forward, and while I believe DDRT will be a beneficial addition to North Yorkshire's public transport network, I was disappointed by the lack of ambition displayed while preparing this plan. The introduction of DDRT alone will not solve the deficit in public transport faced by the areas of the county scattered with market towns like the Vales of Mowbray and Pickering, and the amount of emphasis on the commercially viable networks around Harrogate, Selby and Scarborough at the expense of most of the rest of the county was disheartening. This is a good plan but it could be so much more.
This is all great but without government funding we will never have a commercially viable bus service in rural areas.
Please don't concentrate on the larger towns, It's people in the country who need the buses. If I miss the 2pm bus out of Lancaster to my home I have to wait THREE hours for my next one. If I miss that I'm stuck in Lancaster. People in towns can wait as short a time as 10 minutes - that's a big difference.
Prioritise useful journeys based on full paying adults . Don't push infrastructure improvements at the expense of ticket costs - the infrastructure is fine for now. I would like to see the number 18 have a useful Friday and Saturday evening service back . Arriving in York at 730 and not leaving until 1130 - this gives people time to enjoy their evening and get into habit of using bus again. Let's get Sunday services up and running. Cut some of the day services in the week instead. I was pleased to see that thought had been put into highway repairs and shutting roads. I hope that now NYC's highways dept is in House again this will be better managed. Allowing contractors to block roads for days on end was beyond ridiculous, Yorkshire water and Ringways have caused havoc . Any bus route should have to have stringent applications to allow any closing .
Need buses on Sundays,ie,from Easingwold to Thirsk/York and from Thirsk to Northallerton and buses from Thirsk to different places like a coastal places,ie Scarborough,Redcar ect.
Park and ride bus areas open later in tourist areas such as York to enable visitors to stay longer
Park and Ride should be mandatory across the county instead of local authorities allowing traffic congestion in town centres and filling up car parks which should be for local users only.
Overall - anything and everything that encourages use of public transport and discourages car use.
Use P&R in Whitby for main through buses Scarborough/Middlesbro' and Leeds, instead of bus station, with all local buses passing through this point to stop congestion in the town. More P&R's needed to stop cars entering the Town, but with a better bus service. More P&R's needed to stop cars entering the Town, but with a better bus service. Whitby needs smaller buses to access narrow streets.

Improved bus use will only happen if car use is more actively discouraged
Bus services need to be more focused on usefulness of the start and end points. From my small town (Leyburn) I can get a bus to other small towns. I cannot, however, get a bus to a city or a train station without changing (requiring 2 fares), and cannot return after mid afternoon. I would use local buses if they enable me to access better facilities, whether directly or via train, but currently they are irrelevant to me and I rely on driving to Northallerton train station or York park and ride.
As a fairly frequent bus user (NCP holder) I find it difficult these days on the Teesside - Northallerton - Ripon - Harrogate corridor, especially the Stokesley Northallerton element. Services could the NCP be extended to express services ? i.e. Teesside - Leeds
More frequent buses when passengers start to move to buses from cars
would have thought it important that local users could comment on local services
Maybe cheaper same for every one pays the same regardless of how far - cheaper fares may make more people use the buses
Get rid of mini bus services during the Summer as these are not adequate for the passenger numbers, with some often left behind, e.g. the Malham route from Skipton or the Grassington one from Ilkley. It's a miracle passengers haven't started riots!
Being over 60 I was looking forward to a free bus pass but this has been withdrawn. As I have retired I would like a reduced fare to encourage me to leave the car at home and travel by bus.
A couple of Route enhancements to consider:- 1) Currently the journey time from Selby to Leeds is about 90 minutes. Can consideration be given to introducing a quicker service with fewer stops to attract more users? Leeds is a 20 mile journey away after all 2) Journey time from Selby to York is currently 45 minutes with a bus running every 15 minutes or so. Can at least 1 bus per hour be a faster service, reducing stops and reducing journey time to compete with the Train.
Without addressing this issue we are not going to reach our Carbon Targets and congestion will get worse. The Bus Service needs to serve the people and not profit. All our communities, Urban and Rural need to have buses that serve them to help them to get to and from work, school, medical services, retail outlets, especially food shopping. Please hold public meetings to hear what the people have to say.
Sunday service would be nice then we would have a service on bank holidays at the moment our route has nothing
Would love to see an East Yorkshire bus going to Whitby
I've seen numerous times where Transdev have removed other operators timetable information and replaced it with their own, or just not bothered to include information at all - it seems petty and more needs to be done to combat this.
The very limited way in which this consultation is being conducted restricts the extent to which meaningful feedback on both the BSIP and the EP plan and scheme can be achieved - particularly for bus users served by cross-boundary services.
The partnership concept is good, but what is needed is routes and buses, not spending on secondary activities to the actual primary purpose - transporting people.
The phrases Pump-Prime additional services, Mandate operators on common sections of route, and Localised ticketing company mean nothing to me. The use of Plain English would help.
Interchangeable tickets and more regular services will reduce emissions and get many more people back to public transport but it needs radical change across transport partnerships and the will to make it happen
Other than PLEASE keep them running, I had to move from my last house, because it was too far to walk, so chose living here thinking all would be well, extremely disappointed to find that service is not much better.
Buses can be invaluable in facilitating carbon reduction but they will only be seen as an attractive alternative to cars if they are convenient and travel to all parts of the town and not just from the centre. I would happily use a bus to work - a journey across town of 3 miles but to do this I would have to take a bus into town and then an infrequent one out again- likely journey time 1 and a half hours.
my provider has waited 3 years before updating bus stop time tables and then withdrew a service due to under use because no one has a clue when the bus is coming so at 76 I can walk quicker to town rather than wait half an hour for a possible bus. If a decent service I would use the bus daily Also Why is it this country does not give the responsibility for keeping the inside of a bus clean to the driver. He should have a long handled dust pan and brush. To clean at every terminus.
I am trying to remain green and not use a car but I need the bus service to be cheap and regular please.

There should be some bus service from and to North Marine Road especially as there is a McCarthy and Stone establishment there and it is too far for some to walk to the town centre and back.
Yes I do. (1) Please instigate a regular bus service direct between Harrogate and York. It is inexcusable to not have a service running between two major North Yorkshire towns. The only way to travel by bus between them is via Wetherby with many village stops, which can take 1 hour 40 minutes. It's ridiculous and needs to be rectified quickly. (2) I'm sorry to say it, but this is an appalling survey full of jargon and 'local authority speak'. It might be understood by local authority staff, but not by most of the public, and certainly not by me and I've only just retired from management in a public organisation. What on earth do you expect a member of the public to understand by 'recovery support' and 'pump prime'? I've just put zeroes in where I can't make out what you want to know. Please revisit this survey and ask the public to comment on a list of clear concise actual proposals in plain English.
The present bus service from where I live in Hambleton to Leeds is only 2 hourly, with no service after 6pm and no Sunday service. This should be considered er e d
New bus stop to service Harlow Carr from Harrogate, to make a day trip possible without using a car! New bus service from Harrogate to Burnt Yates, Brimham Rocks and Fountains Abbey. More Coastliner services and Dales bus services for tourists and day trippers from Harrogate. New bus service from Harrogate to York. More frequent buses from Harrogate to Pateley Bridge. Bus tickets that can be used on all bus services for example Connexions buses and Harrogate District Travel and number 36 etc. Paying passengers cannot use tickets across the different bus companies which penalises customers that pay for the bus! Free bus passes can access all buses along common routes. Cut prices for short bus journeys, it would stop people using a car for these journeys. New bus stops and routes to service all the new housing in and around Harrogate especially along the A59 in Harrogate.
Cheaper rural service, more frequent service & new routes are needed to entice residents to use public transport rather than private cars. Where this isn't possible, cheap park & ride needs to be easily accessible.
Safety is so important. I'm an older woman - often travelling alone and sometimes late at night. Passengers need to feel bus journeys won't put them at risk and this includes fellow passengers wearing masks when Covid rates are high. I used my car before Christmas because I felt the bus would put me at too much risk of infection. This was based on experience during actual journeys.
You have not given opportunity to comment on individual services - also where another service which was provided in summer only 2019 (09.00am Whitby departure of service 840) The lack of outbound services discriminates against local population and just assumes inbound pax to Whitby are the primary need - locals want to travel to York but first bus arrives at around 12.45 - last bus back departs at 2.15pm! Not a long day out in York!
Regarding the above, one would like to think that timetable changes would be for the better which is why I have only listed it as 4! Park and ride is an excellent resource: certain areas of towns are not currently served. I haven't commented on the Harrogate scheme as I do not live anywhere near. Use of jargon in this survey such as "pump prime" is meaningless to most people (I had to look it up and I am degree educated)
There is no mention of integration of timetables with the railway timetables. One example is at Scarborough. All day long the arrival of a train from York misses the onward connection on the X93 to Whitby by about 5 minutes. For example there is a train that arrives from York at 0852, the X93 departs at 0850. Another train arrives at 1051 and the X93 departs at 1050. Similar examples occur all day long.
Not much on offer for Craven passengers
Why is just Harrogate metioned? Need to take into account more that people ned to get to schools, dentists, hospitals which may not neccisarily be in their area or Town. This plan appears to need a lot more work.
More buses in great Ayton is vital
I have scanned the many pages of the policy but still do not understand what is meant by much of the above terminology so am unable to comment. The only specific area mentioned is Harrogate. These questions do not relate to the basic level concerns of ordinary bus users who do not care how you advertise services but would probably like and enquiry office or call line to be open before 9 a.m and after 5 p.m.
Focus on the things that matter (like fares, routes and basic quality standards) and don't invest in short-term things like Covid stuff. Busses need long-term changes, they have been subpar for far too long.
more and more frequent bus service in rural areas, please

In order to make bus decarbonisation effective there must be an increased cost to parking across the whole county to drive bus / train usage and incentivise walking / cycling. By coupling increased parking charges with introducing a low cost 'town' fare (50p or £1 within a one or two mile radius) could increase bus usage, reduce show distance car use and improve emissions levels..
Park and ride doesn't work for people with boot scooters as they don't fit on a bus, so local disabled parking in town centres is still needed.
When i use the bus to go to tescos i use a mobility walker. Trying to get on and off the buses is difficult and a large percentage of your drivers refuse to put down the ramp to assist me. Also my daughter attends the local high school and considering the distance (and taking into account the surrounding roads) i find it unbelievable that the 2 buses thatdepart here at the appropriate time don't deviate their route slightly in order to pass the high school
Need better understanding of local needs and wishes especially in Great Ayton . Having lived here for in excess of 17 years I have seen the bus services withdrawn and I cannot recall having had any opportunity to comment on this until now .
It is important that more in depth consultation and discussion need to be undertaken within the community before finalising an Enhanced Partnership Scheme.
Boroughbridge is a problem! A park and ride on the old golf range at Flaxby by the A1would solve a lot. The A168 is good ebike to Flaxby. You need to reopen Goldsborough station for the park and ride. This would keep A LOT of traffic out of Harrogate and York. Good for Boroughbridge and Wetherby and surround.
I confirm I believe that there should be no charge to customers to improve bus usage and thus decrease car usage
The devil is in the detail. God knows what the above really means, how can I comment on a charter that I have never seen.
A group of us visited rural pubs some evenings, until the buses stopped running early evening. This supported local businesses.
Continuation of bus fare subsidies is untenable. Prices need to be affordable, comparable to TFL. Services need to be extended to include all suburbs to encourage usage, and they need to run into the evening to enable people to use the wonderful facilities without the car. Tourists need the be able to access attractions within a 10-15 mile radius of Harrogate and this within the town too.
I live far from Harrogate and cannot judge
The ones that are mention above in previous box. To make sure these plans include areas outside Harrogate. If North Yorkshire are serious about this consultation the people who make these decisions need to use the local bus services and will see for themselves. In meantime I will continue using my car!!
The population of Whitby where I have lived all my life is growing with all the new houses that are being built and we haven't got a proper town bus service. You either have to get the bus from Middlesbrough or the bus from Ruswarp to Sainsburys to access the town centre. We have a park & ride that is only open from Easter to October and doesn't pick up on route unlike in York. Moreover (apart from the very busiest times during August) between at least 8.00am and 10.00am the bus travels from the Park & Ride into town completely empty every 15 minutes. I know this because I live on the bus route and see this happening every day. The bus service (or lack of it) in Whitby is completely unacceptable. Surely it is too not difficult to put on a good bus service without messing about with a stupid Enhanced Partnership Scheme which I suspect won't make any difference to Whitby as we seem to be the last place in the pecking order despite being one of the most popular and busiest tourist town in the country.
The bus service on North Marine Road ended last year. This is a significant route into and out of town, used by many local residents, but also by many visitors, particularly those heading to the cricket ground. Crazy not to have a bus service running past one of our big visitor attractions
Unacceptable removal of hovingham drive service Scarborough leading to greater car use and congestion. Reason given was number of bus pass users.
Please provide more rural services
Bus services need to encourage people to use them by having a good timetable
Let's hope we get a local bus again in our village
Why no buses serving Hackness
Yes stop elderly from being discrimination.



There really is not enough info to complete this questionnaire. As I live in a village with NO public transport I have to comment that I feel excluded by the survey!
I would value a feasibility/potential demand study into the provision of one or more circular bus routes around Harrogate, serviced by smaller 'hop-on, hop-off' buses, aimed at encouraging residents within a specified radius of the town centre to leave their cars at home. Most of the existing bus routes are linear, leaving large swathes of residential areas uncatered for.
Could Park and Ride services be integrated with existing services using a similar route?
The buses need to run later into the night. Villages are impossible to get to on a night if you don't drive.
More routes, lower fares, higher frequency needed. Anything else is just tinkering at the margins and will have negligible impact on patronage and economic benefits.
More buses and times for Knox area Bilton At the moment it is cheaper to book a taxi if after 6pm in Bilton
Bring back the buses to local communities.
Please a bus maybe once a week to Ripon?????Maybe Thursdays...
Yes!! You're using user unfriendly language and terms that no-one can understand e.g. What are "place based feasibility studies" and "mandate operators on common sections of route" "pump prime services". For these questions I've graded zero! You depend on blinding people with jargon!
Please advertise the code for bus wi fi on busses. Even my driver didn't know it when I asked. Busses to Eastfield and Morrison's from Filey please
This form is far too complicated for the normal bus using public to complete!!
very disappointed in the quality and lack of firm targets in this consultation.
Need more roots e.g. oakdale Glen
This Bus Plan is very important in North Yorkshire (I hope to move to Harrogate very soon with my lady friend). West Yorkshire has to produce a plan as well.
It would be nice to actually have a bus service.
You have had 11 years of austerity in transport amongst other departments and you have failed the community that through thick and thin have support you as a council paying their council tax. What we got in return is poor rubbish collection , poor bus services, poor pricing on tickets , poor road maintenance and poor street lighting. Just get the money and make transport a priority. Do not assume that everybody is driving a car!!! If local people haven't been using the bus services is because there aren't any that are worth relying on!!
Speak and listen to bus users also speak to people who could/would use the bus if there was a good service.
Every time you update a village timetable, you need to leaflet all the houses with the new timetable, otherwise they'll all say they didn't even know there was a bus, or where the bus stop is. And you need to make buses seem classy, because they all think bus passengers are losers and that's why they don't use the buses.
I have placed a "0" for QS, PC and parking. They do nothing to increaaase bus routes or lenghth of use in the day. Free car parking at transport hubs is an obvious given.
Cheaper bus fares
Routes and bus frequencies should be reviewed in the light of the enormous amount of new housing built round Harrogate
Cleaner green buses please the council have declared a climate emergency so get all buses zero carbon like York
Turn up when you say you are going to turn up! Still Encourage and strongly publicise the wearing of masks whilst travelling on the bus Still Ensure the bus windows are always open on the bus. Ventilation is extremely important and people are dressed for the outside weather conditions anyway!
The current your bus scheme being piloted is very good and I feel this could be extended. It would be good if you could pre-book though as the time you arrive somewhere is very reliant on availability and can mean you miss the necessary appointment etc that you needed the bus for.
I would like to see improved busses and that they should be on time to the bus stop
We need more routes within Harrogate and more frequent buses.Target the access of industrial estates, to help people get jobs and others leave their cars home

Demand responsive roll out needs to ensure areas with limited or no existing services are not overlooked
There are many senior people who are house bound due to poor bus pick up services. Give them back their lives.
Please improve the winter bus service between Whitby and Scarborough.
That grading section was a complete load of tosh. It was of no relevance the public transport situation in my area. A levelling down of the unfair age difference in the allocation of elderly persons bus passes to that of surrounding local authorities is essential for example 66 in NYCC, 60 in West Yorkshire is morally unfair.
I believe people would like to go to Leeds, York and Wetherby by express bus. Routing every journey through Harrogate eg Knaresborough to Harrogate and then Leeds means that i drive to Leeds. You need to prioritise the journeys people actually want to make rather than the profits bus operators want to make
Call out buses needed for rural areas like mine which have nothing , not even a weekly service . Park and ride service in Scarborough at Seamer Rd was great but stopped during winter needs re starting
Transdev is making excellent progress with zero emissions in the Harrogate district
I use the bus service in Gateshead to access Newcastle towncentre. Cheap fares make this a good option. If the Whitby service offered a similar low fare for travelling into and out of town this would make it preferable to car journeys. Not all of us have a bus pass. Why can there not be a flat low fare for all to pay instead of offering free travel to those who could afford it
I fail to appreciate the amalgamation of 11 authorities into one, it will certainly lead to an increase in total salary/vehicle/travel costs, with little or no accounting for such, and depreciation in services of all types as do-gooder consultants will suggest 'current thinking' new regimes on councillors who fail to understand electors needs currently. especially bus services.
Please consider the upsides to running 1 late night service for rural routes especially where it is an easy through main road dotted with larger towns - no late return bus = no one on post school / work services = less people going out to restaurants and bars= more social isolation = more chance of drunk driving and road deaths especially in the young PLEASE look at this seriously - I understand services have to be financially viable but perhaps there should be some offset against companies getting the lucrative school runs. I'm talking about the 128 Scarborough to Helmsley with schools at Scarborough Pickering and Ryedale serving young people from all the surrounding villages- all served by 1 route along the 170. Thankyou for reading
Have been using buses regularly for only past 10 months & have experienced 3 bus breakdowns, delaying me in each case! Leaflets should go to every house advising of bus facilities so people know where & when they can use a bus which is more convenient than using a car.
On Scarborough south cliff bus services are frequent and good, having been improved this year. More evening services might be useful possibly.
Bus routes need a radical shake-up. They are reasonable to the south of Harrogate but very poor to the rest of North Yorkshire. For instance, to go from Harrogate to Northallerton (likely to be more often after reorganisation) or Scarborough involves several operators and changes.
Number one priority must be to ensure that buses link with trains. In particular, it is LUDICROUS that the evening Arriva X93 bus service from Scarborough to Whitby is deliberately timed to leave Scarborough station a few minutes before the York to Scarborough train is due to arrive in Scarborough, meaning that it takes almost TWO HOURS to get from Scarborough to Whitby. I am sure there are other similar examples at other stations. It also means that there is no bus connection for any train leaving York after 5pm during winter months. RIDICULOUS! They used to be integrated until Arriva lost the train franchise. Now First Transpennine Express and Arriva refuse to speak to each other out of apparent spite and contempt!. Meanwhile, those, who can afford to, have to use polluting cars and those, who have no access to a car, have to leave York in winter no later than 5pm!
Our services need to be better connected, this is possible and is crucial for the environment and to get people off the road.
A stated object of this plan is to get people to use buses rather than cars where possible. This means cheap transport. The equation is cost vs convenience. Either a flat fare of, say, £1 or funding buses through Council Tax - with no fares charged on the bus - must be considered. No fares charged would remove the cash handling and electronic equipment costs of providing the services. Although these are radical proposals, I feel that they would also help to clear the roads which in turn would help the buses to run on time.



If there are going to be more bus journeys it's important to have the right size bus for each one (not always the biggest bus) and zero carbon emissions
If you live in the country there never been a bus services we have to use the car to a park and ride would not use it take the car to where we wanted go Can;t get all the shipping on a park and ride bus they don't take dogs
Make sure that out lying areas have good coverage of connections it is no good having a service that just supports the town users . The main reason I don't use public transport is because I live in a village with a bus that comes through at very few times and doesn't do evenings or Sundays . I have a 45 minute walk to the bus stops in Knaresborough no good for work or play so I use the car
Sorry, only local suggestions. Whitby P& R should be available for a longer period as parking in town is almost impossible. Scarborough P&R site should be used as 'a drive in cinema' in the winter period. Scarborough buses should be more available on the lesser used areas instead of doubling/trebling services on the busy routes. (No buses now on Green Lane/Coldyhill Lane but buses now transferred to Wreyfield Drive) Lack of undercover bus stops. Need to ensure information on bus stops is at a height where people with by-focals can read them! ie lower down! Highways need to discuss/inform bus companies in advance of any road closures.
If you are going to use a tracking service make sure it works. Buses just not turning up is no use to plan anything. if you expect people to use buses you need to get it right.
Bus services need to be smarter and more responsive to passenger demand and PT information has to be more integrated and easy to access and understand.
Park and ride underused and often running empty in Whitby and Scarborough.Careful usage monitoring and attention to start and finish suitability for passengers.
I know BID are against pedestrianisation, but I think people would be more inclined to use the town centre if they didn't have to negotiate reams of cars. Thus, footfall would increase, especially if cafés were allowed permanent outside seating - the feel-good factor of streets on the continent has much to do with this. Flaps allow the outside space to be used most of the year, plus they increase footfall. A leisurely, fun, lively in terms of people visible on the street, ambience makes people spend more time browsing the shops, and something they like can catch their eye while sat outside a café.
As a disabled person who works night shifts I cant use my disabled bus pass coming home in a morning. However, perhaps a means testing for the bus pass.
Buses to fit rural routes. Some routes have buses which are too long to negotiate tight roads. Smaller, more frequent service particularly on X4 between Whitby and Redcar would reduce the 'tight squeeze' on those difficult sections of the X4 route along the A174 road. X4 should also fit better with train services from Saltburn and Redcar.
Review options to produce smoother, quieter, more cushioned coaches. Cars in the 1970s still rattled badly. Why have so many PSVs failed to keep up. There are often too few fastening points for seats and other fittings so that it feels as if the whole structure could fly apart at speed. Air control is often non-existent or inadequate. Quite a challenge in a crowded bus on a wet day but it can be improved
See above
Ultimately the whole strategy will revolve around frequency and price, unless some form of aggressive intervention policy is applied concerning motorists.
No mention of Skipton. Direct Skipton to Leeds and Skipton to Manchester buses have been stopped. both services were great, 2 buses to Leeds makes it very expensive, Manchester is now very difficult to get to.
Please bring back the bus service to the woodlands cemetery, plaxton court and hovingham drive. And the services to the north side of the town including peasholm and northstead.
I don't understand some of these concept (Tap on Tap off/Mandating operators) What is recovery support? A marketing strategy could be good or bad? Is the final section suggesting additional P&R provision? What timetable changes? No mention of co-ordinating with trains. How to solve the 1st mile, last mile problem. Ensuring coverage gives residents have good access to local amenities via public transport.
Just improve the service in and around Northallerton. Put the bus to Middlesbrough on again. Make it possible to get to Yorks on a bus.
No competition on same line. More frequent and smaller vehicles.
Is it possible to give information on the apps or Webb site if a bus is not going to turn up, on numerous occasions a bus misses which makes you late for work or an appointment.

The bus company need to make sure the timetable published at the station matches the one being followed as in serval occasions, they have not matched
In the 15 years that I have lived in Nidderdale I have witnessed the steady decline in the local (No.24) bus service. From an hourly service at convenient times back in 2007 through a 90 minute service interval to the current two-hourly service at inconvenient times. The reliability of service has likewise declined, as has the standard of vehicles supplied for the service to the point that I no longer use the bus at all, and will not do so until such time as a regular and reliable service is reinstated up the dale.
Lower costs and regular services are everything. Provide better customer service, especially for when things go wrong. A cheery and apologetic bus driver makes everyone feel appreciated and increases loyalty. Find out what users actually want or need, and how you can make the journey more pleasurable. Endless, noisy next stop announcements interrupt conversations and make the journey a chore.
The current 22 services from and to York are woefully inadequate and do not seem to be worthy of mention of an upgrade in the scheme.A number of other services in and out of York are also not mentioned which is an error and hamstrings the scheme making it appear parochial.
Links to train services
Use of small minibuses in rural areas suitable to the local demand and suitable for the local road networks should be a top priority. This would also enable much reduced emissions and enable more easily decarbonisation of the bus fleet. Why commission large single and double decker buses in areas where they are not needed. Maintenance and running costs would be much reduced, more vehicles could be obtained for the same costs and hence more frequent services could be provided. This may coax people like me out of their cars.
It would also be better if all of the buses could be cleaned more inside and out. Sometimes during the week, you can find bits of pizza/chips on the floor on the upper levels of the single deckers. The windows at present you cannot always see out of, to see how far on your journey you have progressed, especially when it is dark.
Accessible for all Timetables that consider connections
timetable changes only if collaboration & cross-network alignment. Not just because 'too many non-payers therefore not profitable' like the change in Scarborough recently around Hovingham. Where our region has a lot of retired people with free bus passes, it's not fair they are penalised just because they're not as profitable as fee-paying.
When there's two
I think it would be appropriate to abolish OAP free passes and make a small charge applicable for each journey.
Want buses to turn up and on time
No
I hope this is not just a tick box exercise that gets a higher Government grant, but no real improvement in Selby District villages because the funding goes to Harrogate and York.
This plan has some sensible ideas like decarbonising busses and introducing live electronic signage, but will cause significant disruption to other road users of the A61 Harrogate by installing bus priority lanes and signals which are neither justified lto. cost benefits to the majority of road users nor lto. any small journey time savings (which are currently accommodated by suitable timetabling anyway). Thirdly it does nothing to alleviate increasing traffic congestion in the town: (introducing park and ride services will NOT solve this problem in Harrogate) whereas using the inappropriately apportioned funds for the A61 works to instead provide pupils with free transport to/from school WOULD significantly reduce traffic congestion in Harrogate.
Ensuring that everyone is able to access a bus to shop in towns, public consultation before changes to routes, certain areas of scarborough now have No buses for large community of older people !! le Prospect Road
You could have used much better English in the above questions to make it clearer what you were asking. You'll get bad data because people won't understand the question. All the questions need a 'don't know' choice for the same reason.
The whole scheme fails to recognise the importance of integration in public transport. Problems such as disjointed schemes in the Wharfedale area are not addressed, and even shown to be misunderstood by references to Skipton which is in fact a major focus of frequent 7 day per week services. The largest potential travel flows are across the county boundary providing access to/from the main centres in West Yorkshire, Teeside etc. No recognition or attempt to consult with counterpoints in neighboring counties to

provide valuable cross boundary services is evident. Looking at routes from an entirely county internal perspective is not an efficient way of providing services. The negative views expressed make it difficult to believe that the county has any interest in public transport save that of minimising expenditure by getting rid of as many services as possible - failing to consider any real improvement schemes. Even the new demand responsive initiatives are just isolated unconnected blobs on a large map - the basic inter connecting services need to be running (and at affordable prices) for demand responsive services to link in with. .
The 128 service has been cut from Ruston. By doing so the Council has already failed to meet 3 of the 4 future priorities/aims listed on page 1 of its NY Enhanced Partnership Plan signposted as part of this questionnaire. It would be helpful if this draft document had been given page numbers. The "first and last leg" elements of the journey for Ruston residents now involve a ten-minute walk along a busy main road, up a steep incline, with shopping, pram, children etc. On a recent journey the timetable at the stop in West Ayton showed that certain services still went to Ruston. When I boarded the bus driver said this was out of date, and that no buses went through Ruston. How is that meeting the needs of customers? How is it acceptable to continue to have stops in Hutton Buscel but not one in Ruston? The 128 route is used by tourists and visitors who see their journey through this village as a delightful part of their journey. Many walkers start/end their routes in Ruston. The village should be an important part of the Council's tourism strategy, and not simply sidelined. Cutting all services to a pretty rural village such as Ruston is a disgraceful move if the Council's aims are to cut car usage, reduce emissions, and improve connectability. This act has discriminated against the elderly and rural poor who cannot afford to run a car and who rely on the bus for essential services. As long as bus services are strongly influenced by the profitability and efficiency needs of a provider then the true needs of its users will not be met.
Needs to be more emphasis on rural services and first-mile-last-mile. Rural bus stops should have priority for electronic information as buses can be several hours apart and often do not arrive at all.
How will these proposals affect group of bus users reliant on existing National free bus passes?
I can find no mention of the need to co-ordinate bus timetables with train timetables. I would use the bus much more if there were good connections with trains from Harrogate and Knaresborough railway stations. At present no attempt appears to be made to make this link.
longer and more frequent bus service ( No 6) to pannal ash road area to enable people to work and socialise longer.
What a load of gobbledegook. Just want the buses to run on time, not shake you to bits, and be frequent enough to get you back home.
- There is a need for affordable ticket pricing in town as well as the DRT schemes mentioned. This is not proposed among the scheme objectives and will be a key inhibitor to increased use of the services. Currently in-town services are costly compared t
It's good to see some of the issues I've always faced addressed here but I also think that to get a full picture of how these affect users with disabilities, such as myself, you need to talk directly to us. A survey gives you data but anecdotal evidence should also be considered
Day cap to £5 per day irrespective of route or distance. Reduce fares for under 25s. No reduced fares for over 25s, except possibly those on pension credit. End across the board free travel for pensioners.
More concentrtrion on regional services
I realise that I am extremely fortunate to be able to take advantage of the bus service in Harrogate and its surrounding areas, particularly as I came from an area with virtually no bus service. Could estate agents be persuaded to mention public transport availability in their advertising?
This questionnaire is very poorly designed and pays little attention to peoples' needs, particularly in rural areas. The ned is for more and more frequent buses, all other matters beinf of secondary importance.
Buses should be more disabled friendly . I use the dales district buses .they tend to not be able lower the buses and ripon bus station does not help the disabled for access.
Buses from rural areas to the town they actually pay council tax too.
One bus every thirty minutes may maximise occupancy but can and often does lead to long standing times in a queue and insufficient lower floor seating capacity. Itis in my view is a very poor service for the older generation.
Why even put Marketing in this questionnaire? nobody wants money spent on your advertising of terrible service. Get more busses back, expand your routes. Your priorities should be of the publics necessity of these services not how you, as a company come across to the public.
To have a bus run later than 5.45pm would be fantastic

A fleet of electric mini buses to serve the villages to enable them to reach other bus services and railway stations. Please! We need to feel independent and not have to rely on family and neighbours to access supermarkets, cash machine, doctors, dentist etc, It would be wonderful to be able to think about leisure too 🤔🌑
Plan to provide bus services for all the new housing developments, not just the main road routes.
I think there should be bus to Harrogate from Skipton. introduce 12 hour timetable in all bus company .
Restore services on the east coast to the level offered prior to 2018. Restore proper rural links. Provide more of an evening service.
I think it extremely important that the current level f service should n not be reduced.m I feel that services should be creased and pump priming monies used to encourage as many people as possible to access bus services rather than cars. To make people give up cars buses need to be frequent, hourly, half hourly as a minimum and reliable so people can rely on them for work, leisure or tourism access. There should also be good bus access to healthcare and yo connect to train travel. To encourage car users yo change their habits.
Marketing campaigns to target non current bus users. Enhanced website to make it easy to plan routes from A to B, increase of info at bus stops on routes available
Regarding Pump Priming of new bus services - can consideration be given to pump priming of theTransdev/Harrogate Bus Company No. 36 bus service (currently Leeds-Harrogate-Ripon) in order to enable its extension along the A61 bus corridor as far as Thirsk? This would improve public transport connectivity for Thirsk and District residents to Harrogate and Leeds (both important shopping, commuting and commercial centres for populations in the Thirsk area) and equally importantly would also improve public transport connectivity for commuters and shoppers in Ripon and District to Thirsk Railway Station and the East Coast Mainline railway services to London and other destinations to the south.
Please don't continue to forget about the smaller towns and their provisions. People, inparticularly the elderly are becoming increasingly lonely and isolated. Improved public transport can play a vital role in alleviating these problems. Improved transport between towns will increase business and bring more money to the local areas. The cost of buying and running a car is rapidly becoming impossible people - the availability of regular, reliable public transport would be a lifeline for a lot of people on their daily commute as well as for leisure time.
The buses are too expensive for regular travel. It should be cheaper to take a family of 4 on a bus than to park in town. That's the basic issue. You need to either lower bus cost or raise parking charge. Journeys 1 mile from the centre should be free to discourage car journeys under a mile, which are one of the main causes of congestion in Harrogate. Returns should be valid on all bus service providers. All routes should not go via the town centre it makes travelling around Harrogate by bus expensive and time consuming. Non earners (under 19 ) should not pay. Like OAP. OAP free provision should be means tested. It's unbalanced and unfair. Stop seeing public transport as a money making system, it should be seen as a central government nationally subsidised essential provision. Only then will it begin to help discourage car usage. Need to think a bit more inventively!
Need to introduce smaller buses to create new routes and accesssthe many new residential developments where there is no easy access to bus routes (less than 1-2km walk)
All of the above are paramount to the future of our local bus service
Provision of ANY regular comprehensive and reliable service would be a good first step before spending time, effort and money on titivating existing inadequate bus services.
The Harrogate Improvement Plan makes no reference to additional routes in areas where traffic is increasing dramatically (e.g) Penny Pot, Cornwall , Otley Rd but where bus services are non existent or only at off peak times (so no use for people getting to train or bus station for commuting to work)
Don't talk get on with it
Until we have subsidies the size of passenger support given in the south west then our bus services are never going to improve. Local services in my area East Ayton are very poor, we are unable to visit town in the evening as there are no late buses to return.
Reinstate smaller villages bus links with close by cities and towns
Park and ride sites need to be provided alongside existing bus services - NOT on new dedicated buses that are usually too expensive to operate all day long.
Return the criteria to its previous status for disabled persons bus pass. I am no longer eligible for a pass, even though I did have one 2 years ago. This has made attending medical appointments difficult for me,



also my social life has been drastically reduced as I cannot afford to travel. Socialising with friends, when older people or disabled live alone, is crucial to maintain good mental health. This is being denied to many disabled people and needs to be addressed. My own disability is not quite enough to earn a blue badge, but I do struggle to walk distances reliably and safely without pain.
No point in having technology if we don't have any buses
Given the well documented issues of rural populations access to facilities ie health and sports this does nothing to address these issues.
Improve on demand service to all rural villages to help our villages to help our small communities thrive and be able to remain in the villages they grew up in.
I've noticed that I'm often one of the only people actually paying for a ticket, most people have bus passes, so it's no wonder they aren't cost effective. If you introduce new services could you set a very low fare for OAPs so that at least the service would be making some money? I've heard many people say they would be willing to do this if it meant having a service over not having one.
I so welcome having an input. My personal problem concerns previous routes 9/9A services, EY in Scarborough. I came to live on North Marine Rd late August 21. Incredible hourly (non subsidised) service Mon – Sat, both ways. On the basis of this, being in my eighties, I finished whilst still a safe driver, sold my old car & was loving the bus service Route 9 in particular to get me up the hill to town. 9/9A according to local press was to be merged with route 10, no mention or consultation of the whole route being wiped out completely on North Marine Road. Storm Aroan on Saturday several routes ran up & down the road all day! Xmas look the bus stop signs were removed. I have contacted EYH/Q, Councillors, my MP- no result as of yet.
I live in Hutton Rugby, bus service Abbotts 90. We are lucky to have a 2 hourly service to Northallerton. the journey to Stokesley is infrequent, having to spend 4 hours there which is excessive for shopping at 9. I would walk there but it's unsafe, narrow verges and a busy road, until the cuts a few year ago we had a service. Shopping in my car is to chaotic on traffic time, if you live in Hutton you have to have a car. i have heard of people moving from Hutton because of the Transport.
More connectivity for outlying villages to Catterick Garrison and Richmond
* There appears to be an aim to raise car parking charges to 'force' people to use buses, but if bus fares aren't sufficiently low (especially if 4 or 5) people are travelling in a group, and services remain sporadic in rural areas, this will unfairly penalise car users. Personally, I prefer to use public transport as much as possible, but there are times and situations where car travel makes more sense. * As I live between 2.5 & 3 miles from the nearest rail stations, joint bus-rail ticketing options would be of great benefit.
It is very difficult to look at all the above Bus Priority Infrastructure and give an accurate judgement when the first step is to be able to have access to a bus service which is no longer available (reduced atleast 6 years ago). A lack of local services impacts on all age groups. As someone who would like to use a local bus service and leave the car on the drive this would be my priority and I am aware of many local residents who are of a like mind.
Later evening buses on Fridays and Saturdays
I live on the outskirts of Harrogate. I regularly walk or use the bus rather than drive, but I have a mile walk to either of the services that take me into town. That's ok in reasonable weather and whilst I am fit enough to do it, but many people can't, so how will this initiative help them? Demand Responsive Services are not necessarily the answer, as they require one to plan ahead to a degree that is not always practical or convenient. Ours provides such a limited length of time in town that makes it not very useful to me. It would be a huge help if the footpaths I use were swept regularly, maybe even levelled and if "pavement parking" was penalised. More consistent street lighting would improve the sense of safety when footpaths and roads are fairly narrow. "Make Happen" / City Fibre should be required to use mechanical footpath and road sweepers after their work is finished. I invite any Councillor or Working Group Member to walk with me from either of my buses to my home in the dusk - bring a torch, high viz jacket, shoes you don't mind getting muddy and secateurs to trim overhanging branches intent on scratching your face. You're right - that's not a kit that most people, including me, would include for a social trip into Harrogate!
Poor connections to Linton on Ouse. Need later services, especially Friday to Saturday
Obviously bus stations need to come under this scheme, the skipton one is a disgrace, i have never once seen an 'official' on duty, do they exist there? Getting to the waiting area does not always feel safe, i have to cross areas filled with Taxis and buses. the rubbish bins outside the area are not needed. this is a tourist area but there is nowhere to leave bags or luggage, a cafe would be a bonus. if I travel to Skipton to Settle by train i can start and end my journey in a safe and warm waiting room, by bus i wait in an

exposed corner. if the bus is delayed i will not know how long i will be waiting there. re your draft customer charter (section 8) i have never seen the details listed before now. and in section 7 i assume you mean the bus driver when you refer to 'your team'. a smile and polite hello would be enough for me!
Some of these headings are meaningless in isolation eg Timetable Changes, Quality Standards What is missing is any option to maintain and improve the bus network, with connections in market towns to allow ongoing journeys eg Northallerton - Bedale - Leyburn - Hawes and return in one day!
Can please review the number 10 bus route in Scarborough please
I believe that many (if not all) of the above issues and choices are based on the assumption that development in the BSIP should be focussed almost entirely on developing commercial bus services within the more urban districts of Harrogate, Selby and Scarborough, described as the three main bus markets in the county. The plan contains little prospect of any improvement to the miserable level of many services in our area, despite a stated aim of the National Bus Strategy to reverse the decline in bus services which has taken place in recent years.
There appears to be a lack of consideration for elderly and disabled passengers.
Skipton needs a better bus service to Dales, Harrogate, . Poor for visitors to the town as well as locals.
I would also like: More Sunday buses for leisure outings (to get from York to interesting places outside of York). Delay repay scheme like on trains. Also I worry about if the last bus of the evening is cancelled, could I be left stranded and have to hitch hike? This has put me off visiting North York Moors.
I would love to use the bus a 2/3 times per week however there isn't a service, although there used to be, and I really miss the opportunity to catch the bus thereby using bus pass for retired people. it's better for the community to have easy access to the bus, less traffic on the roads etc. Retired people want to use their car less frequently but if the bus service can't become more local albeit using smaller bus/mini bus, then we're forced to use car.
It seems odd that the service Skipton to Ilkley and reverse ends at school closing time . Making it impossible to take a bus to ilkley to watch a 3 pm kick off and return to Skipton surely this service should run well into the evening even if at 2 hourly intervals . The alternatives are drive <not ideal > or taxi home very expensive and not eco friendly.
During school holidays my bus does not run so need all year round
This all sounds marvellous but I seriously doubt that the bus services around Thirsk will improve. The existing services between Thirsk and Northallerton are disproportionate and do not take into consideration the needs of the local people needing transport to the East Thirsk estates which are necessary part of the overall service providing access to and from the centre of town. This not the case with the South of Thirsk which has the benefit of both Thirsk bus services providing 2/3 more buses per journey to get to Northallerton and which also provide access to the town centre, than East Thirsk. The No.153 also follows a tortuous route to Northallerton and takes roughly 45 minutes to cover a journey that would take 10-15mins in a car. People using this service who live in East Thirsk, when arriving back in Thirsk, have then the problem of somehow getting home and probably have to resort to a taxi - if there is one available. Those in South Thirsk can leave the bus before reaching the Town Centre. Those living in Sowerby can use the York bus to reach home.
Urgent reform and updating is required to get people out of cars and onto busses. It has to be competitive and reliable
Improve the service between York and Whitby and give information if the bus has been cancelled.I have been stuck in York twice in the last month not knowing when the next bus was coming, eventually I caught the train to Scarborough and I took the bus to Whitby.Why publish a timetable that isn't accurate!!
I can't comment on Harrogate-related stuff as I don't live anywhere near the place. What is "Demand responsive roll-out"? Why nothing about bus services connecting with rail services? Bus fares need to be lower to attract new customers
Alne Parish Council has refused to get involved with the offer made by the local Bus Company Reliance to design and install new good quality bus shelters in the village. This is very sad and disappointing ,
As above
All I can say is What Buses!
Not allowing bus companies to knock off villages from routes ie Arriva cutting off Stainsacre whilst continuing to drive past the village entrances.
Alex Hornby has been permitted to cut the (very busy) 24 hourly bus service by half to two-hourly since 2017 with impunity, destroying the livelihoods of Nidderdale residents (including young disabled people)



<p>who have lost jobs, been unable to travel to work/places of education, unable to attend appointments &amp; generally left completely isolated as a direct consequence . Many more residents have been forced to move away from the area and many more (ourselves included) are looking to move away due to the lack of public transport. Most Knaresborough and No 36 buses run every few minutes, most virtually empty, while we struggle with a 2 hourly service and the highest fares in the district. So much for the green agenda when residents of the vast bustling region of Nidderdale are having to rely on taxis or lifts in cars because the bus service is so woefully inadequate and it cannot possibly support all the new housing being built in the area. Here lies a perfect opportunity for Connexions Buses to be approached to run an hourly service in Nidderdale to fill in the alternate hourly services yhat were removed by Alex Hornby, thus restoring an hourly bus service for Nidderdale residents and providing some healthy competition in the process. Julian Smith MP has been no help whatsoever.</p>
<p>YOU HAVE OMITTED ONE VERY IMPORTANT FACTOR - THE MOST VULNERABLE OF OUR SOCIETY WHO DON'T EVEN GET A MENTION! HOW ARE WE SUPPOSED TO GET FROM A TO B? CRAWL? ITS ALL ABOUT CYCLISTS &amp; WALKING - WE ARE THE LEPERS OF SOCIETY &amp; ARE BEING TREATED ACCORDINGLY ESPECIALLY BY TRANSDEV! IT IS DISCRIMINATION &amp; I AM GOING TO FIGHT THIS AS IT IS DRIVEN ME TO HAVING SUICIDAL THOUGHTS WITH NOT BEING ABLE TO LEAVE MY HOUSE ANYMORE SINCE OUR LIFELINE WAS TAKEN AWAY. MANY ELDERLY RESIDENTS HAVE NOW DIED THROUGH LONELINESS - ITS A DISGRACE!</p>
<p>An unacceptable DRT service will only lead to an increased use of cars on the road, the very opposite of what the Government is trying to achieve! Whilst Hambleton district benefits from two railway stations, neither are situated conveniently in town centres and again they rely on bus services to connect to them. Pressure from rail operators is also growing to reduce the number of trains stopping on the two-rail sections of the track at Thirsk &amp; Northallerton, leading to the reducing availability of options for travelling to other destinations other than by bus. The BSIP does not appear to provide any plans for improving the infrastructure for bus services, such as additional bus stops, more bus shelters, cycle storage close to key interchange points etc, to accommodate commuters and visitors to Northallerton &amp; Thirsk, good sustainable connections are required between the train station and the town centre high streets and key employment sites. Bus/cycle integration is less common than the rail equivalent, with bus services typically accessible from more locations and bicycles generally prohibited from buses themselves. Nevertheless, it should be recognised that cycle usage and walking have the potential to supplement bus travel where services are infrequent or non-existent and there must be infrastructure to support it e.g. places to sit &amp; shelter. Northallerton currently does not have a formal bus station, with the primary point of access to bus services being four bus stands at The Buck Inn and the bus laybys on the High Street, near East Road. Scope for infrastructure improvements seem obvious, but not mentioned your plan. How your BSIP will pass muster with the DfT is difficult to envisage as it does not plan to provide an acceptable public transport system that is acceptable to the majority of the population on North Yorkshire.</p>
<p>Please pump prime reinstated services from Helperby to York, Ripon or Easingwold. The service to Thirsk via Raskelf could easily be diverted via Helperby and make a huge difference to residents here.</p>
<p>As said match routes with growing towns. Loads of young people are stuck in places like boroughbridge unable to access employment and friends in places such as Harrogate. It's a £6 fare to just get from boroughbridge to knaresborough where you have to change again to get to Harrogate. The roads are filling with cars and no improvements are being made to soften the impact of all the new house builds which are at unprecedented levels.</p>
<p>Include more Park &amp; Ride services to market town areas to reduce congestion of tourists parking in town centres. Provide more visible bus stops in certain areas outside of busy areas.</p>
<p>Buses to Green Hammerton, Clifton Moor and York from Harrogate</p>
<p>Examples of routes being lost are Stainsacre which lost its stop on the X93 bus route to scarborough all because arriva decided to use double deckers on the route to meet demand. No attempt was made to provide the village which an alternative. ie extend service 95 to stainsacre? Castle park area of whitby love lane/derwen road /rugby club no longer gets a bus service despite more homes being built in that area. the bus now goes as far as runswick avenue and turns left to go to sleights leaving a already big area which is growing with no service. sed to be service 91 years ago. West cliff area of whitby used be service 98 only gets park and ride through the summer no good to locals. St Marys Crecent/ Green lane area not had a service for years leaving people to walk a fair way or down a steep hill. no good for elderly/disabled people or people with shopping which may rely on Mybus operated by coastal and country tried to bridge these gaps to castle park, stainsacre, west cliff, Green lane and the abbey but had to cease operation as it was always hard for them to compete with arriva but there should be more support</p>

<p>for initiatives like this. On arriva unless you want to go from sainsburys to sleights or lealholm the local service is pointless. And even then if i finish work at 6 or later especially in winter i cant get a bus home as the service finshes so early. onec time over the las bus upto eskdale was 2300! now its 1723. im not saying it should run frequently till that time but between 5 and 11 maybe 2 or 3 services could be run. on the X93 the last one to scarborough used to be 1930 then 22.00 to scarborough which provided a late bus back to whitby from scarborough at 11pm so you could have a night out in scarborough. People can not use buses that are infrequent or don't exist and i think a great focus needs to be on providing a service not making profit. Is about having services which attract people to public transport.</p>
<p>This is a very simplistic set of questions: they are very introspective.</p>
<p>It is difficult to adequately score the above without further detail on the scope of each measure. Generally, all measures are important together to provide a holistic level of improvements to the network and encourage bus use, rather than the car. Coordinated incentives are required to encourage uptake in bus patronage, as many measures impact the level of benefit that can be realised by other measures; they are intrinsically linked. For example, bus priority is essential to incentivise bus use over other modes i.e. if the journey is not quicker and more reliable there is a reduced desire to use it; for this reason, bus priority is essential for park and ride to be effective. These measures would also need to be coupled with other measures that ensure overall 'cost' (i.e. taking account of cost in terms of time, money and applying value to comfort and quality) provides good value for money to incentivise use. The value for money consideration would therefore also need to take account of the comparable cost of other modes (e.g. car parking availability and tariffs) as well as the quality/standards of the buses and fare structures. Low cost / affordable fares is essential as well as ease of use of buses on the network, together with good quality information to ensure there are no barriers to their use. However, without good marketing and awareness of the improvements by the general public the benefits may not be fully realised. Buses provide the opportunity for improving journey time reliability by reducing congestion (by reducing single occupancy car trips) as well as contributing to the climate emergency agenda. Transport decarbonisation is a key priority for this region and the rest of the country. The EP should look to ensure low emission vehicles become as standard, to ensure effective contribution to the carbon reduction agenda as well as reduction of particulates which adversely impact air quality, in particular the declared air quality management areas.</p>
<p>The Enhanced Partnership Approach to the delivery of a "high quality, coordinated and integrated bus network" makes no mention of the development of scheduled bus services, which is a serious omission. Much emphasis is placed on the possible role of DDRT as a possible means of improving public transport provision in the county, but this does not appear to take account of the limitations of such schemes – particularly in terms of the limited capacity and low load factors, which result in much higher costs per passenger than conventional scheduled bus services, which have the potential to provide a much more useful, and therefore better used, service at a lower cost. DDRT schemes could have a valuable role to play in providing public transport to the more remote rural areas, but should not be seen as a good substitute for scheduled services in providing a core network of scheduled bus services across the county, providing good connectivity into and around the more urban areas, but also between all the market towns. It is also important that such services have sufficient capacity – the current reliance on in-house and community transport operation in many areas limits vehicle capacity to just 16, which severely restricts the possibility of growing passenger numbers and achieving modal shift. The lack of a plan to develop a core network of scheduled services, using suitably-sized buses running on a regular frequency (ideally hourly in most cases) throughout the day seven days a week is a major weakness within these plans, which renders many of the ticketing and marketing initiatives largely irrelevant for many parts of the county, including the Dales area.</p>
<p>I may be in a minority but I think that our current bus service is ridiculous. A large bus runs by my house virtually empty every two hours. It is neither green, useful or economically sensible. Public money could be spent far better</p>
<p>Yes get rid of Arriva, they aren't running a public service anymore. Let a British company take over.</p>
<p>In rural communities e.g. Hambleton direct timetabled services are needed between all the towns complemented by alternative transport from villages to connect with the routes of these services. (DRT could be used for connection). None pre-bookable will not work on DRT especially if more people use it for more diverse routes and returns! At the present time many elderly people do not use a smart phone or live in a digitally deprived area preventing on line access to DRT services.</p>
<p>Impossible to answer the above rankings without more information, such as: if NYCC gets only a third of the funding requested which items are so urgent or so choice that they would be dealt with anyway under another departmental budget. Also the questions on ranking may be skewed by the personal experience</p>

<p>of the respondent - especially the area they live/work in, personal travel experience and the availability of a motorist in the household. One might also reasonably ask why the public were consulted at this late stage of the current process (yes, I know LGA's had to comply with a tight time schedule set by the government). However, perhaps this 'open' consultation with members of the public would feel rather more genuine if it had begun earlier (possibly as a two-stage process (a) to inform your own survey queries and (b) also at this stage. More separately.</p>
<p>Most of these measures are too vague to comment on. Yes, I'd like buses with a lower CO2 footprint, but not if that means that some other service gets no bus at all. It's not really a Plan at all, is it?</p>
<p>Pensioners could contribute towards the costs of their journeys, to take the pressure off concessionary fare support. This questionnaire is very difficult to understand for those who are not used to local authority jargon. eg "In house fleet decarbonisation"</p>
<p>The list does not include realising opportunities to integrate bus and train journeys. To realise the wider benefits of this strategy, such integration should be included.</p>
<p>Rural areas deserve better public transport than they have had in the past. Let's hope the government will fund it properly. Not everyone is a car owner and older people are increasingly less able to drive. Too many cars cause congestion and add to parking problems in towns. They help to increase pollution levels and do nothing to decrease our carbon footprint.</p>
<p>The bus waiting 'shelter' at Skipton Bus Station is not fit for purpose - In summer it is a greenhouse, in winter it is a freezing wind tunnel. The automatic doors are either broken or vandalized so permanently open. The seats are designed for someone with a size 6 posture and most uncomfortable. The timetable information boards and where to wait do marry up so at times it is confusion with people asking others where they should stand. I am grateful for the bus services we do have especially after dear old Pennine closed down. Please more Sunday services / bank holiday and a refreshment coach on the unused empty space would be a boon. Years ago there was a proper cafe with a kiosk called 'champions'.</p>
<p>Only that we need a much better bus service and drivers should not depart until all passengers are seated. Some of us don't feel safe on buses because of this. Most buses don't run on time and when they have passengers, they are in too much of a hurry.</p>

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## OUR MANIFESTO

Can we help societies thrive  
in a world we do not control?

Can we anticipate the unforeseeable,  
perceive the unexplainable,  
and plan something unbelievable?

Can we design the unthinkable?

Can we think international  
and still act local?

Nurture sustainable societies,  
connect communities,  
and seize opportunities?

Can we trace horizons,  
hold true to our ambitions,  
and hold ourselves accountable?

Can we design a place, where our friends,  
families and neighbours, can thrive?

What if we can?

