

Stockton-on-Tees Borough Council



Stockton-on-Tees
BOROUGH COUNCIL

Environment and Housing

Big plans for our places and open spaces

**APSE refuse, streetscene, transport, grounds and
parks seminar 2017**

Creating a community bus service!

**Dale Rowbotham
Strategic Waste & Community Transport Manager
Community Services**



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Creating a Community Bus Service

- Why do we provide a community bus service?
- Connecting with our customers
- Challenges, solutions and successes

Creating a Community Bus Service

- Largest Tees Valley Council
- 5 separate and distinct townships
- 85,000 properties / 195,000 residents
- 10% of Stockton's population live in 10% of UK's most deprived areas
- 10% of Stockton's population live in 10% of UK's most affluent areas



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Why do we provide

- ‘hail and ride’ service for socially isolated residents
- Continued independence
- Linking communities
- Promote general wellbeing
- “Meeting the need”



“This has been a great help to all who use the service”



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Connecting customers

- Funding the service
- Utilising vehicle capacity
- Communication
- Community groups
- New and continued friendships



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Challenges

- Informing potential users
- Service usage analysis
- Staying away from operating bus routes
- Accessibility



“It’s been a
Godsend”



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Benefits

- 'hail and ride' introduced
- 13,000 journeys recorded
- Weekend service introduced
- Access to vital services
- Regular staff building key relationships



"I feel like I'm
really giving
something back to
Stockton"
Dave Bainbridge,
Driver



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What does the future hold

- Introduction of new service
- Promote sustainability
- Demand led transport
- Section 19
- Changing role of transport – Transport Bill



Creating a Community Bus Service

Questions.....



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