



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

Creating a community bus service!

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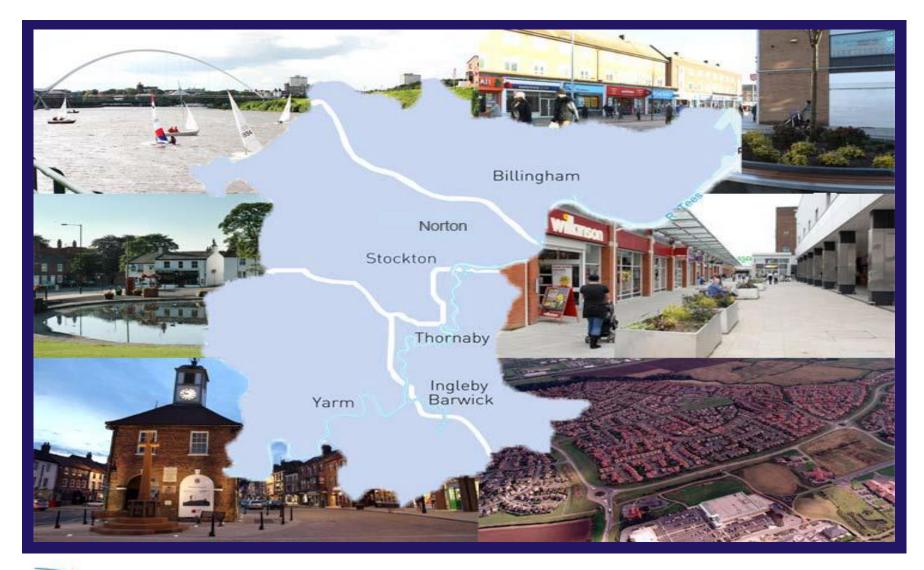


- Why do we provide a community bus service?
- Connecting with our customers
- Challenges, solutions and successes



- 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







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"



Connecting customers

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





<u>Challenges</u>

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









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













What does the future hold

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



Questions.....





