East Sussex
County Council

BUS SERVICE IMPROVEMENT PLAN

EAST SUSSEX COUNTY COUNCIL

OCTOBER 2021



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County Council

FOREWORD

FOREWORD

OUR MISSION

Our mission as a local transport authority and bus operators is to ensure that East Sussex residents and visitors enjoy the highest possible quality bus services that provide a frequent and comprehensive choice, reduce congestion and make a positive contribution to better air quality and decarbonisation.

OPENING STATEMENT FOR OUR AMBITIOUS PLAN

The Government's National Bus Strategy for England 'Bus Back Better' sets out an ambitious vision to dramatically improve bus services in England outside London through greater local leadership, to reverse the recent shift in journeys away from public transport and encourage passengers back to bus. This East Sussex Bus Service Improvement Plan (BSIP) outlines our ambitions, sets out our structured plans and supporting policies to improve bus services, their delivery and promotion and the vehicles used, working in close co-operation with our neighbouring Local Transport Authorities and with stakeholders representing local bus operators, statutory consultees, community and business voices, bus passengers, and the voluntary and health transport sectors.

The National Bus Strategy has asked us to work together at pace to plan and deliver:

- A fully integrated service with simple, multi-modal tickets;
- More bus priority measures;
- High-quality information for all passengers in more places; and
- Better turn-up-and-go frequencies that keep running into the evenings and at weekends.

The resultant network we have planned in this BSIP actively addresses all the above. The stakeholder engagement we have undertaken has identified the current state of the network and its shortcomings, has enabled us to take on board the aspirations of our bus operators and the priorities of our stakeholders, especially bus users.

We have a desire to contribute to improvements locally. Such as operator investment, securing development contributions and working in partnership to secure new funding sources like the successful Newhaven Town Fund. Though, ultimately the success of our ambitious plan is dependent on receiving appropriate funding from central government; however, the DfT has indicated that the ambition shown in our BSIP will be a determining factor in how much funding is allocated.

The detail on specific schemes will follow on from this BSIP. This would include consultation around certain proposals, for example, bus priority schemes, and all measures will be subject to funding being identified.

This East Sussex BSIP sets out our ambitions for bus growth targets in relation to passenger volumes, mileage operated, vehicle requirements, targeted fare reductions, accessibility to both high frequency services and rural transport provision and multi-modal ticketing. The BSIP provides a traceable path of action from the current state network to that desired in future, explaining how this growth will be delivered and the targets set for mileposts in 2025 and 2030.



COUNCILLOR CLAIRE DOWLING
LEAD MEMBER FOR TRANSPORT AND ENVIRONMENT

OPERATOR SUPPORTING STATEMENTS

BRIGHTON & HOVE BUSES AND METROBUS

We very strongly support the East Sussex Bus Service Improvement Plan (BSIP) and its future development into an Enhanced Partnership. We have worked closely with East Sussex County Council (ESCC) throughout the BSIP process to discuss the joint issues and challenges to removing the barriers to unlocking even better bus services and generating true modal shift from the private car to bus. We share the East Sussex vision to become carbon neutral. Through recent investment in our East Sussex fleet, the vast majority of our buses are already at Euro 6 standard and we are very keen to transition our East Sussex depot in Newhaven to be fully hydrogen fuelled, subject to successful ZEBRA alongside Newhaven Town Deal funding. The new buses will utilise the excellent existing bus priority on the A259 but will also see further improvements through further priority measures introduced by ESCC and neighbouring Brighton & Hove City Council as outlined in the BSIP. We are very pleased to jointly present proposals to build a strong and resilient bus network in East Sussex to include new links between towns that have untapped potential to take people where they need to get to from early till late, seven days a week. This represents a tremendous opportunity to not only take bus use back to pre-Covid levels but to new heights in respect of service levels, quality, customer satisfaction and positive social, economic, and environmental impacts. We recognise the challenging nature of this ambitious plan but through great partnership working with ESCC and the other bus operators, the vision for bus as a vital, thriving and integrated part of the future sustainable mobility solutions our communities need, and desire will be realised.

We have a long and successful history of excellent partnership working in East Sussex and we look forward to taking this to a whole new level in the coming months and years.



Martin Harris, Managing Director, Brighton & Hove Buses and Metrobus

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STAGECOACH SOUTH EAST

Stagecoach South East support the principles which underpin the Plan and their continued commitment to our existing strong partnership as the key to delivering the outcomes. Throughout the process, all involved, be it operator or local authority, have shown what can be achieved by working together and this bodes well for the transition to enhanced partnership working.

The BSIP covers a number of key service enhancements which will benefit the residents of East Sussex; coupled with infrastructure and other interventions such as more effective parking controls, enhanced bus priority and a fresh look at fares and ticketing – especially improving our existing discount offers for young people - this will move the bus up the hierarchy and lead to transformational modal shift which in turn will lead to fewer car journeys, reduced congestion and improved air quality.

The launch of the National Bus Strategy is timely as this industry and the nation recover from the Covid-19 pandemic; while the pace of recovery is encouraging, we need to seize the moment in order to fully realise the opportunities that the strategy provides. This BSIP lays the foundations for a programme to do just that, and we look forward to playing our part in improving the public transport offering in the county.



Matthew Arnold, Commercial Director, Stagecoach South East

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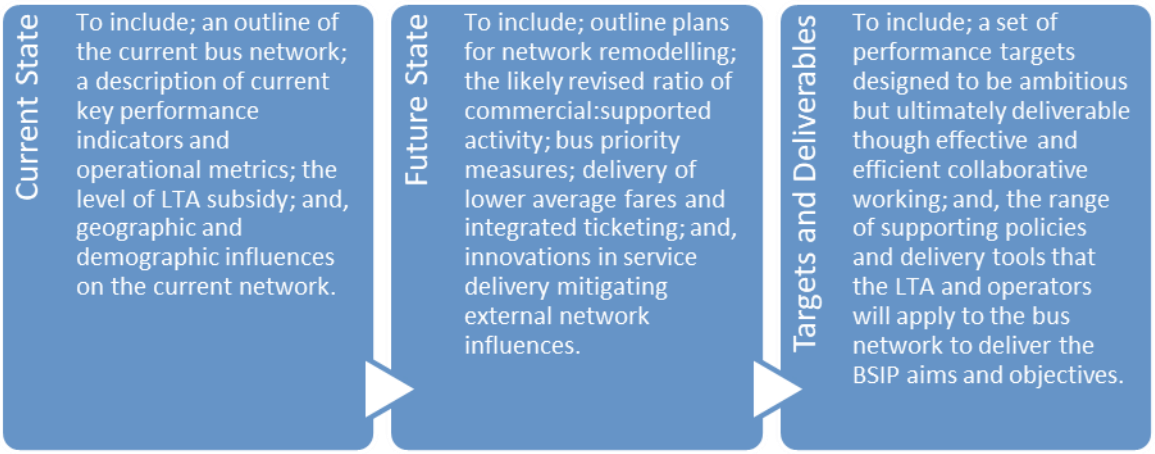
East Sussex
County Council

SUMMARY

1 SUMMARY

1.1 LAYOUT OF BSIP

The progression through the main body of this BSIP will take the following steps:



1.2 HEADLINE BSIP AIMS, OBJECTIVES AND TARGETS

The East Sussex BSIP describes in outline terms how the County Council and bus operators in its area can achieve the overarching goal of the National Bus Strategy - to grow bus patronage: both to build it back after the pandemic and then to increase it and raise buses' mode share. We have listened carefully to the views and priorities of both our stakeholders and our bus operators and incorporated them into this BSIP.

1.3 OUR AIMS

The BSIP has the following aims, which represent our statements of intent at a high level:

- Significant quality improvements in bus provision across the area of the County;
- More bus priority schemes designed to enhance reliability and reduce journey times;
- A bus network that relates to the needs of all potential users;
- Simplified fares and ticketing and reduced fares for young passengers under the age of 30;
- A step change in terms of improved services for the rural areas;
- Technical and operational innovation in bus service provision;
- Bus patronage in the County not only to recover their pre-pandemic levels, but to significantly grow in future years.

1.4 OUR OBJECTIVES

To achieve these aims, East Sussex County Council has developed the following objectives;

- To launch new Digital Demand Responsive Transport (DDRT) schemes for all communities outside of Hastings and Eastbourne, to help ensure no resident is further than 800 metres from an available bus service. These will be based on innovative Mobility as a Service (MaaS) principles;
- To increase bus service provision on main corridors and in urban locations;
- To additionally ensure comprehensive access to bus or DDRT services evenings and weekends;

- To continue and to enhance our work with bus operators to improve commercial bus services and to provide new services where demand can be identified;
- To create a series of Mobility Hubs in key town locations in East Sussex, with interchange connections between transport services and also linked with routes from the County Council's walking and cycling strategy;
- To enhance the waiting environment for bus passengers by setting standards for bus stops and shelters, upgrading them and ensuring that up to date and well-designed information is available through a variety of media (including in real time);
- To implement bus priority measures that will improve reliability and achieve a minimum of 95% punctuality;
- To offer a simplified range of better value payment options, available on all operators' services and integrated across public transport modes;
- To introduce a new discounted concessionary bus travel scheme for children and young people, including all under 30s resident in East Sussex or West Sussex;
- To remove travel time restrictions for disabled concessionary travel pass holders;
- To greatly improve marketing, promotion and information for the significantly better provision; and
- Progressively to support operators in increasing the number of Zero Emission Buses used on the network and to assist operators to upgrade existing diesel buses to Euro VI standard as part of the drive to achieve net carbon neutrality by 2050;

1.5 OUR TARGETS

To ensure we remain focused on delivering this BSIP's aims and objectives we have set the following target categories for bus operation across the East Sussex area:

1. Journey time reductions - based on key corridors and prioritised congestion spots.
2. Reliability – reducing mileage lost through congestion, vehicle breakdowns and staff shortages.
3. Punctuality – measuring the percentage of bus journeys that run on time.
4. Number of passengers carried each year – planned to increase.
5. Passenger satisfaction – yearly survey to be undertaken by Transport Focus.
6. The percentage of households with access to a bus service – Hourly or better and half-hourly or better (for AM peak, PM Peak, evening, Saturday and Sunday).
7. The percentage of households within the following minutes of a town centre – 30 minutes, 60 minutes and 90 minutes (for AM peak, PM Peak, evening, Saturday and Sunday).
8. The percentage of households with access to a DDRT service that provides either 80% fulfilment within 1 hour of requested departure time, or 75% fulfilment within 2 hours of requested departure time (for evening and Sunday DDRT services).

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OVERVIEW AND BACKGROUND

2 OVERVIEW AND BACKGROUND

The East Sussex BSIP will be reviewed annually and will be aligned with the County's Local Transport Plan. The review process will be undertaken in consultation with operators and key stakeholders as described in this BSIP.

In undertaking this BSIP, the County Council has worked in close co-operation with its bus operators and with our neighbouring local transport authorities West Sussex Council, Kent County Council and Brighton and Hove City Council. In view of the significant daily movements between the local transport authorities, the movement corridors between these authorities have been treated in a holistic manner in order to maximise benefits to all residents.

The East Sussex BSIP is an ambitious plan that seeks to stimulate and drive significant improvements to local bus services across the local authority area. These improvements are intended to:

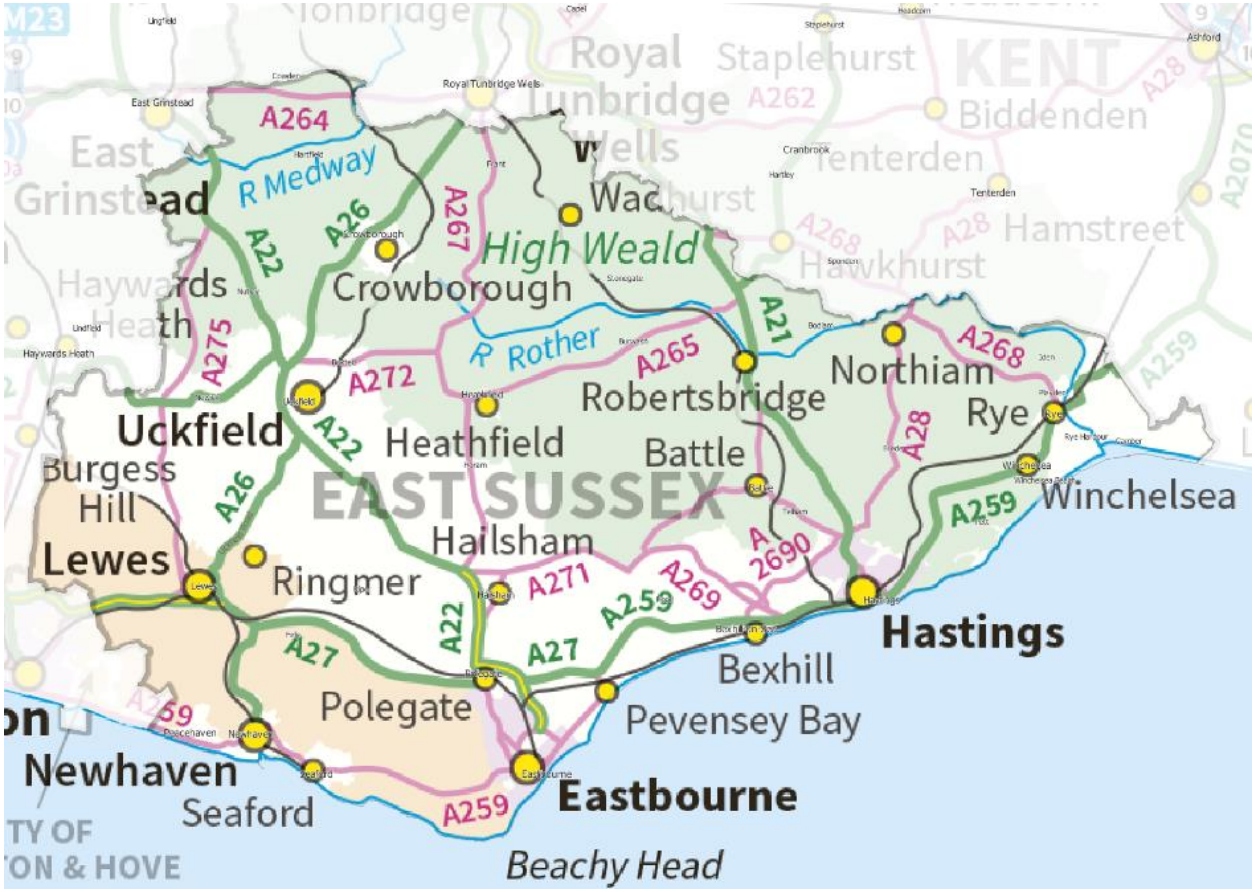
- Recover bus usage from the Covid-19 pandemic, taking account of consequential changes in travel patterns, and to increase usage significantly in future years;
- See a step change in local transport provision delivered to current and new bus users;
- Seek to readdress the balance in modal share between private and public transport; increase bus mode share; and
- Tackle vehicle emission and climate change concerns.

2.1 EAST SUSSEX LOCAL CONTEXT:

2.1.1 LOCATION

East Sussex is a county council area incorporating five district councils and borough councils within the south-east of England. It covers an area of 1,725 km², including Hastings, Bexhill, Eastbourne, Seaford, Newhaven and Peacehaven on the more urban coastal strip, as well as the towns of Lewes, Uckfield, Crowborough, Heathfield, Hailsham, Polegate, Battle and Rye in the predominantly rural part of the county. There are a number of environmental protected areas in the county, with the South Downs National Park in the south and the High Weald Area of Outstanding Natural Beauty (AONB) in the north.

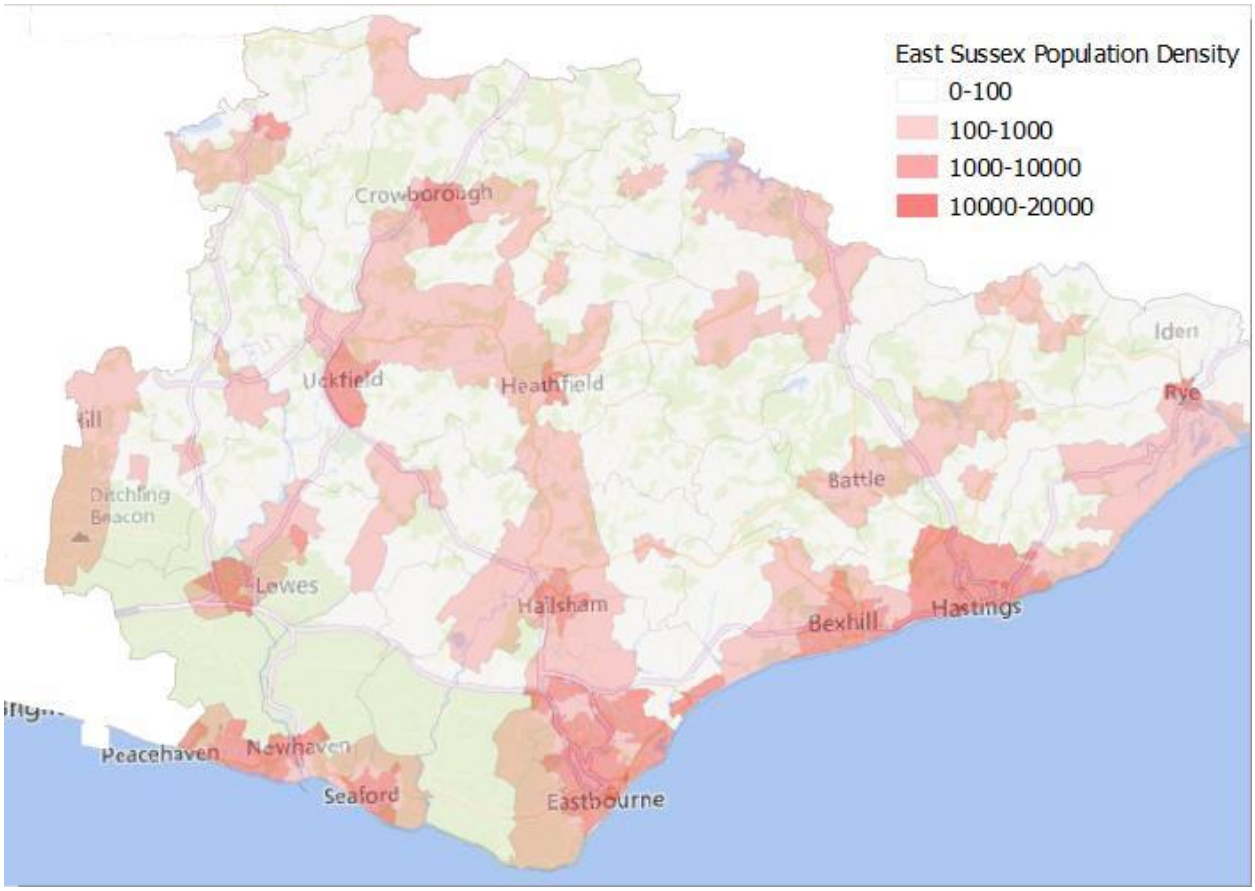
Figure 2-1 - BSIP Coverage Area - East Sussex authority boundary



2.1.2 DEMOGRAPHICS AND CONTEXT

The area covered by this BSIP, as shown in Figure 2-1, has an overall estimated population of 555,110 people (2019), and an average population density from the 2011 census of 3.1 persons per hectare, with a range from 1.8 persons per hectare in Wealden and Rother Districts in the most rural areas to 30.4 in Hastings borough and 22. 5 in Eastbourne borough. The density of population across the county is shown in

Figure 2-2 - East Sussex Population Density (Source: ONS Lower layer Super Output Area population density data)



East Sussex as a whole has an average Index of Multiple Deprivation score of 20.1 which ranks it in the 60% percentile nationwide. However, there is wide disparity between areas with Hastings ranking in the 5th percentile and Wealden in the 68th.

The population aged 65 years and over is growing faster than other age groups. According to the principal population projection, the population share of later-life age groups is set to increase further in future years. By 2041, the 1960s baby boomers will have aged into their 70s and 80s, and by 2069 there are projected to be an additional 7.5 million people aged 65 years and over in the UK, compared with 2019 figures. This would take the UK's 65 years and over age group to 19.8 million people, accounting for 26.2% of the projected population.

East Sussex has a considerably higher percentage of over 65s with 23% than the national average (16%) with Rother (28%) having the highest proportion of the population who are aged 65 years and over of all 384 UK district / borough authorities, with 4 of the 5 East Sussex authorities being in the top 50. Coastal areas have a higher proportion of the population who are aged 65 years and over.

This age group will of course be entitled to free bus travel though the concessionary travel scheme and the impact on bus use and the desire to travel needs to be appropriately considered as part of our BSIP.

Table 2-1 - Population of East Sussex by age in 2011

Age	0-14	15-29	30-44	45-64	65+	65+ (+/-) from National
East Sussex	16%	16%	17%	28%	**23%**	**+6%**
Eastbourne	16%	19%	18%	25%	22%	+6%
Hastings	17%	19%	20%	27%	17%	+1%
Lewes	16%	15%	17%	28%	23%	+6%
Rother	15%	13%	14%	29%	28%	+12%
Wealden	17%	14%	17%	29%	23%	+6%
South East	18%	19%	20%	26%	17%	+1%
England & Wales	18%	20%	21%	25%	16%	

Table 2-2 - Percentage of the population who are over 65 years of age 2019, 2029, 2039

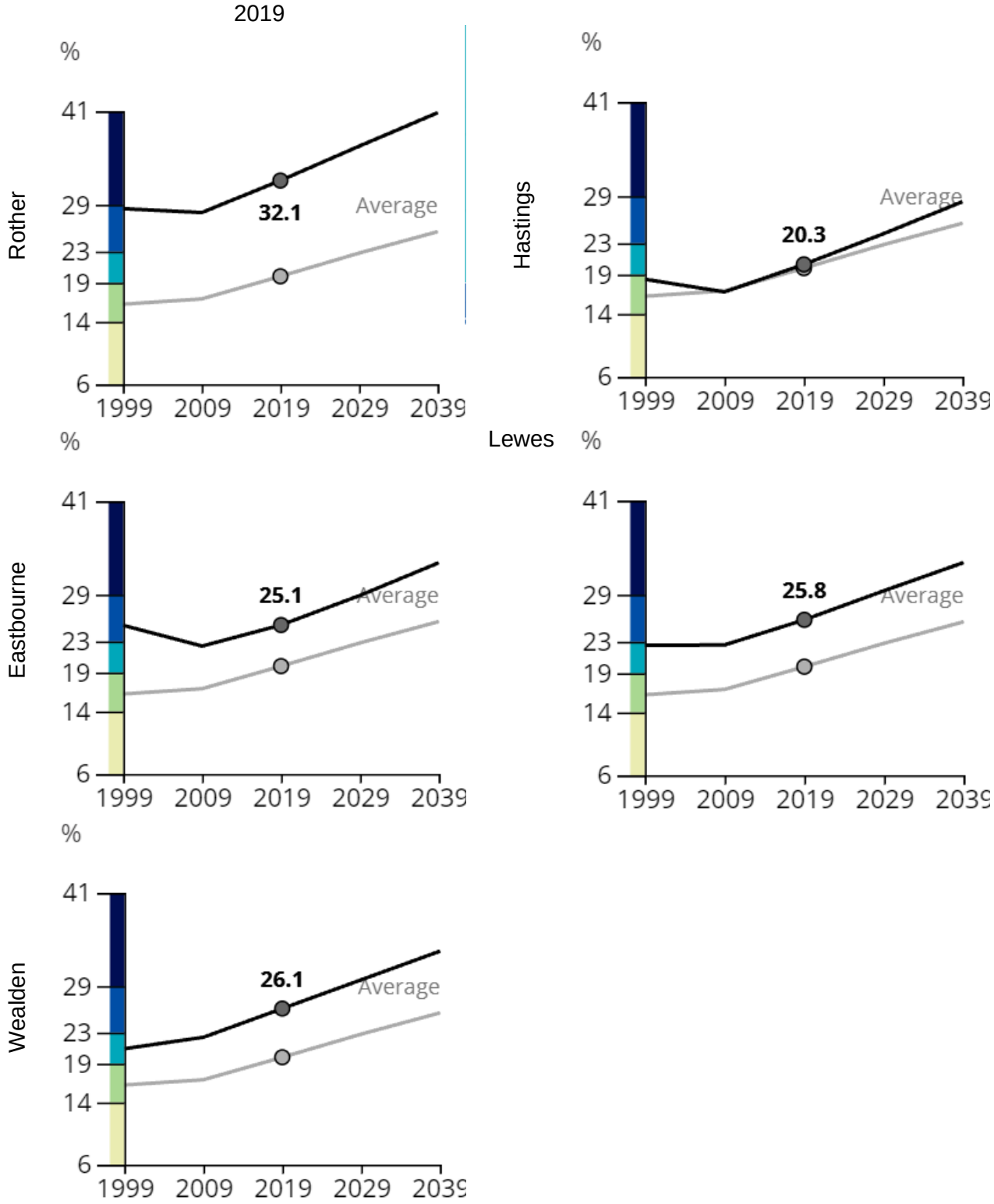


Table 2-3 - Percentage of the population who are over 65 years of age 2019, 2029, 2039

	2019	2029	2039	Rank of 384
Rother	32.1%	36.5%	40.8%	1
Wealden	26.1%	29.8%	33.5%	38
Eastbourne	25.1%	28.9%	33.1%	41
Lewes	25.8%	29.5%	33.1%	42
Hastings	20.3%	24.2%	28.3%	114

2.1.3 SOCIAL INCLUSION, ACCESSIBILITY AND TRANSPORT POVERTY

Transport is an important factor in social inclusion. Transport poverty is a term used to describe the lack of real travel choice for those who experience exclusion from transport and the destinations and activities they can access.

Analysis undertaken as part of the Council's Accessibility Strategy in preparation of its current LTP identified that, overall, access for people in rural areas was more problematic than for people living in urban areas. The accessibility issues identified in the five Accessibility Strategy Local Assessments (ASLAs) were:

Rye

Access to healthcare (GPs & Hospitals) and employment; in particular the ability to access the Conquest Hospital by public transport, and the lack of knowledge of public transport opportunities.

Hastings and Rother

Access to hospitals was a particular issue (especially to the Conquest Hospital). Supermarkets were difficult to access without a car. Long journey times were identified as a key barrier to using public transport.

North Weald Towns & Lewes

Hospitals were the most difficult service to access. Lack of direct services was a barrier to public transport use, particularly for rural North Wealden. Access to adult social care and to supermarkets was perceived to be an issue. Access to further education and employment was more of an issue for areas located in the north and east of the study area. Heathfield had the largest number of issues relating to access to services, in particular hospitals, adult social day care and employment.

Eastbourne & Hailsham

Rural areas to the north-west and north-east had less accessibility to further education and employment compared to the rest of the study area. Access to hospitals was generally good, but rural areas having longer journey times compared to urban areas. Access to employment and further education outside the study area from Hailsham was reduced when interchange between public transport services was not available. The north-eastern parts of the study area, Ripe, Chalvington and Arlington had the poorest accessibility to all services.

Southern Coastal Towns

Accessibility was identified as generally poorer in the outskirts of the Southern Coastal Towns than in the centres, particularly Seaford, Saltdean and Peacehaven, with poor connectivity between local public transport services and local facilities. Access to healthcare was generally good, although interchange between public transport services was often required, and there were longer journey times from the more rural areas of study area. The use of rail services was significant in accessing locations outside of the study area, particularly from Seaford, and access to employment destinations and major centres.

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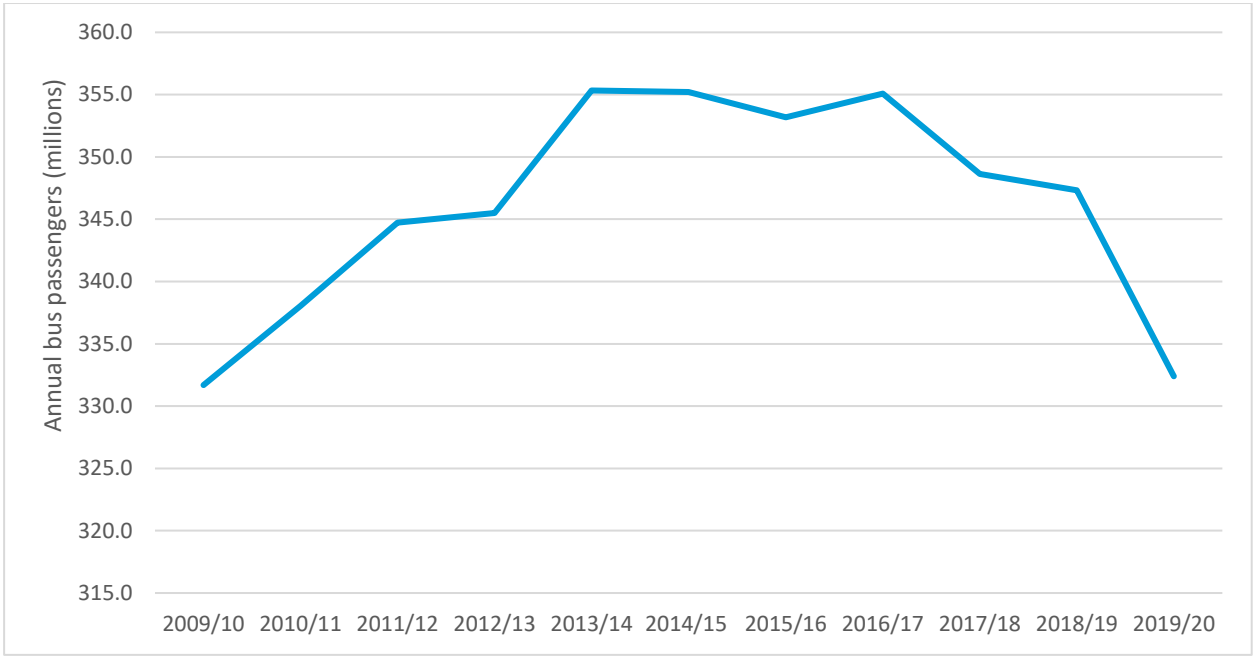
CURRENT BUS OFFER TO PASSENGERS

3 CURRENT BUS OFFER TO PASSENGERS

3.1 BUS USAGE

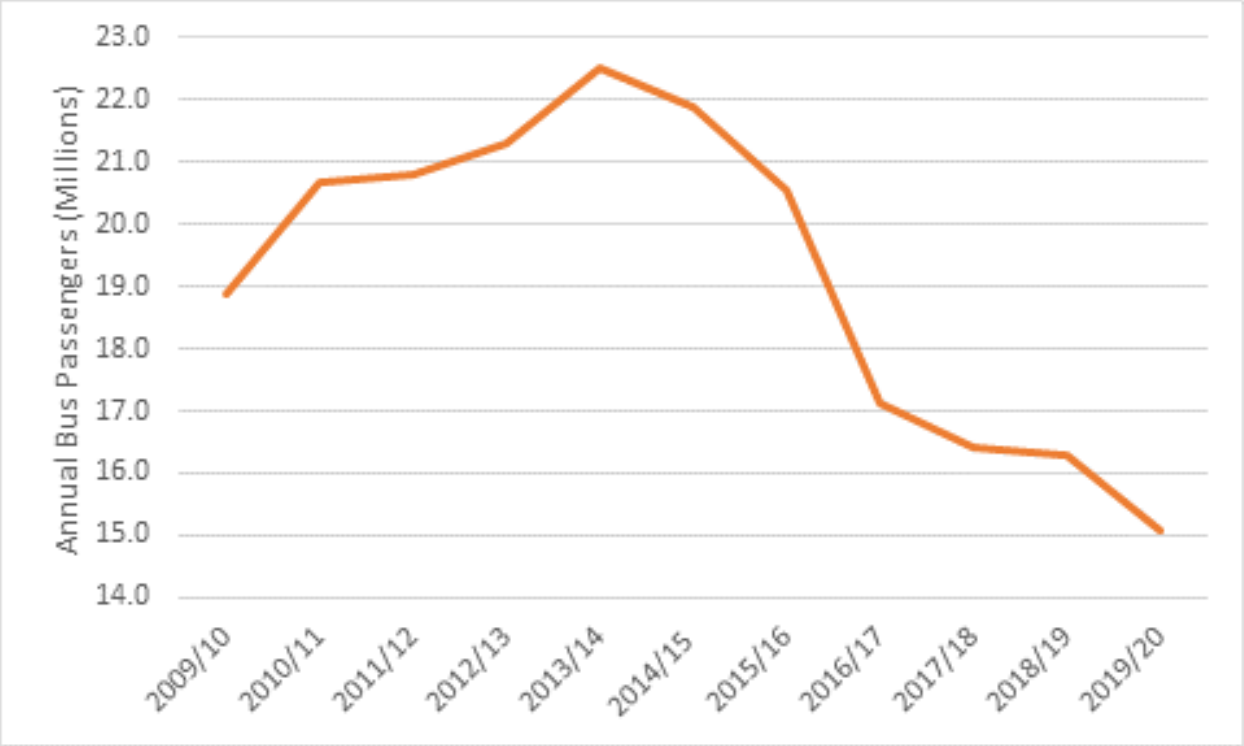
Figure 3-1 below shows the number of passenger journeys taken on local bus services in the South East of England. Whilst it reached around 355 million between 2013/14 and 2016/17, it has subsequently declined, in particular in 2019/20 which reflects the start of the Covid-19 pandemic.

Figure 3-1 - Passenger journeys on local bus services in the South East. (Source: Department for Transport, Local bus passenger journeys (BUS01))



In East Sussex, between 2009/10 and 2019/20. Journeys peaked in 2013/14 at 22.5 million. Since then the number of journeys made by bus has declined. Over this many local transport authorities reduced their funding for supported bus services. In 2019/20 journeys in East Sussex were 15.1 million, as shown in Figure 3-2 below.

Figure 3-2 – Passenger journeys on local bus services in East Sussex. (Source: Department for Transport, Local bus passenger journeys (BUS01))



It is noticeable that the decline in passenger numbers in East Sussex occurred earlier than the decline for other county councils in the South East. This might have been as a result of the implementation of the East Sussex Passenger Transport Commissioning Strategy in 2014, in response to the local authority's acute funding pressures. A general trend elsewhere has been for frequent commercial services to retain passengers whilst service reductions and 'thinning' of timetables in non-commercial routes, especially those in rural areas, has resulted in a significant reduction in passenger numbers.

In terms of the number of passenger journeys per head of population, East Sussex has shown a similar trend to others as shown in Figure 3-3 below. In 2009/10, East Sussex had the second highest number of passenger journeys next to Kent, but by 2016/17 it had the third highest number next to both Kent and West Sussex.

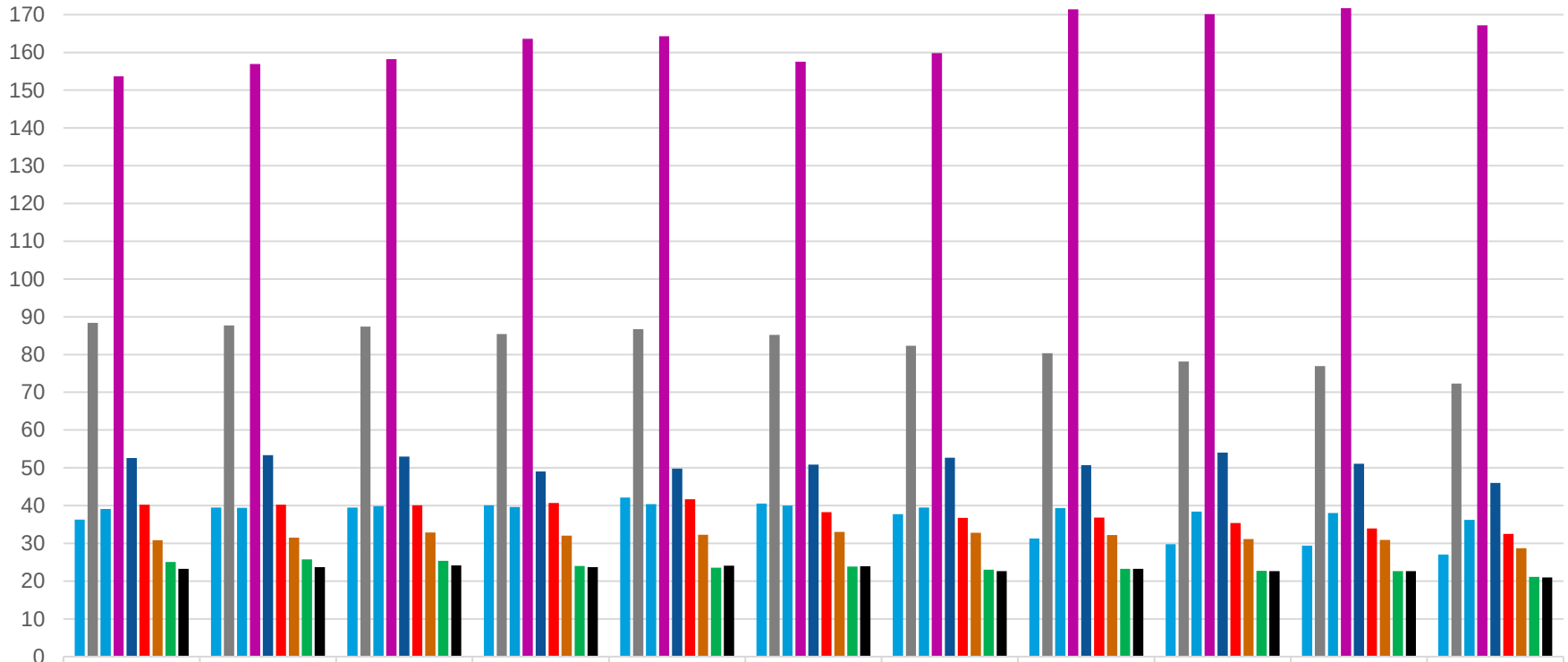
Table 3-1 - East Sussex: Passenger Numbers 2019, 2020, 2021 by area and operator

		2019	2020	2021*[1]
East Sussex	Stagecoach East Kent	11,861,429	5,618,421	3,284,273
	Brighton & Hove Buses	8,700,682	4,043,445	2,334,303
	Compass Travel	418,456	205,312	118,256
	Autocar Tonbridge	28,194	14,583	8,276
	Battle Area Community Tp	6,213	1,824	1,041
	Bexhill Community Bus	39,005	16,743	12,135
	Community Transport for the Lewes Area	6,121	2,795	1,120
	Cuckmere Community Bus	79,284	29,319	17,343
	Hams Travel	44,857	23,509	17,191
	Metrobus Ltd	47,049	21,712	10,745
	North Wealden Community TP Ltd	11,449	6,126	3,529
	Rye & District CB	22,174	9,486	4,687
	Seaford and District Motor Services	198,524	130,274	84,230
	The Big Lemon	15,992	9,236	5,884
	East Sussex Total	21,479,429	21,479,429	21,479,429
Cross Border	Compass Travel	174,975	90,755	52,020
	Metrobus Ltd	958,529	481,762	274,535
	Cross Border Total	1,133,504	572,517	326,555
	Grand Total	22,614,952	10,707,322	6,231,589

Note: Whole route figures included for cross-border routes

Please see separately submitted detailed Bus Punctuality Data table for a breakdown of punctuality by service.

Figure 3-3 - Passenger journeys per head of population per annum in England, South East England and other County authorities

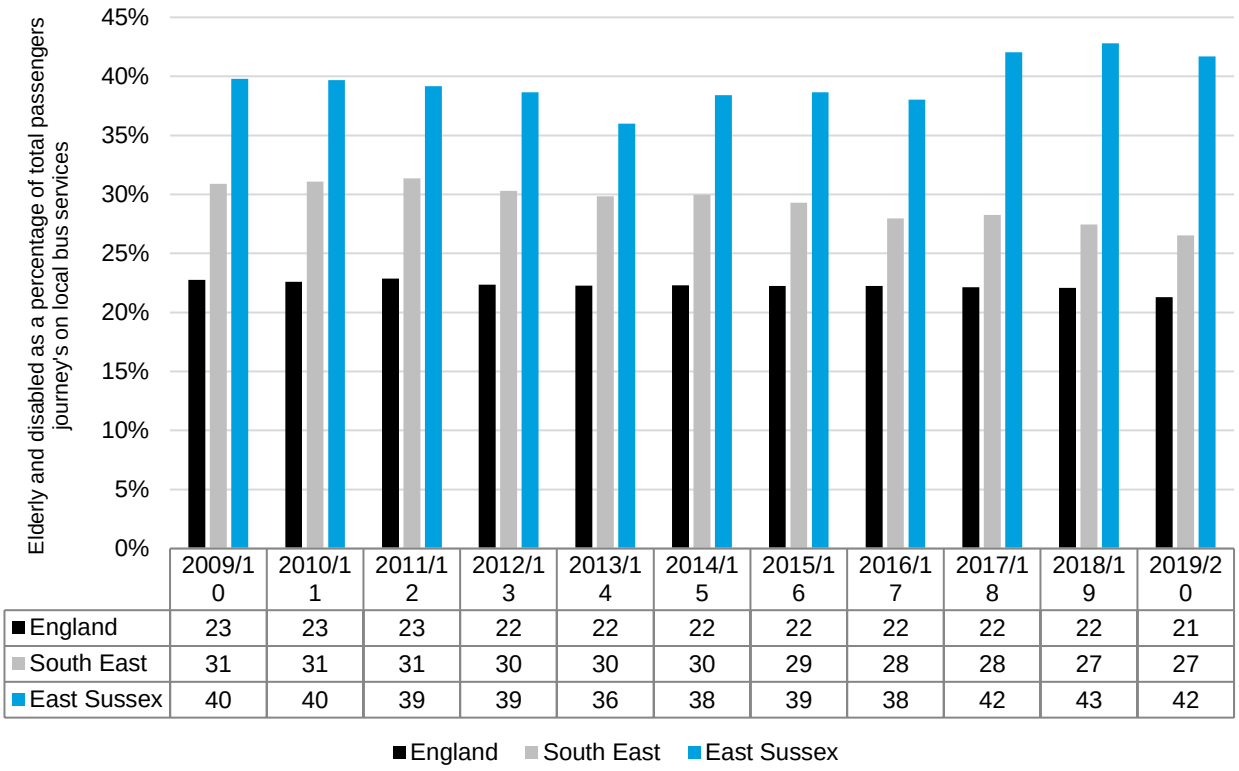


	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
East Sussex	36	39	39	40	42	41	38	31	30	29	27
England	88	88	87	85	87	85	82	80	78	77	72
South East	39	39	40	40	40	40	39	39	38	38	36
Brighton and Hove	154	157	158	164	164	158	160	171	170	172	167
Portsmouth	53	53	53	49	50	51	53	51	54	51	46
Kent	40	40	40	41	42	38	37	37	35	34	32
West Sussex	31	32	33	32	32	33	33	32	31	31	29
Surrey	25	26	25	24	24	24	23	23	23	23	21
Hampshire	23	24	24	24	24	24	23	23	23	23	21

East Sussex England South East Brighton and Hove Portsmouth Kent West Sussex Surrey Hampshire

When considering the proportion of bus journeys made by elderly or disabled concessionary passengers each year, Figure 3-4 shows that East Sussex has a very high percentage compared to both England as a whole and to the South East in general. On some bus services in East Sussex, daytime usage is almost exclusively by concessionary pass holders.
The high proportion of concessionary fares users has an impact on overall funding in that bus operators are only reimbursed approximately 50% of full fares which means that the fare yield per passenger is lower. If the concessionary scheme did not exist, fare yield would be higher per passenger, but the trip numbers would be substantially reduced, and this could result in lower loadings and potential thinning of frequencies.

Figure 3-4 - Proportion of bus journeys in England, South East England and East Sussex taken by elderly or disabled concessionary passengers per annum



	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
England	23	23	23	22	22	22	22	22	22	22	21
South East	31	31	31	30	30	30	29	28	28	27	27
East Sussex	40	40	39	39	36	38	39	38	42	43	42

3.2 CORRIDORS AND FREQUENCIES

All bus routes in East Sussex have been mapped and the frequency of bus services (combined for both directions) along these corridors calculated.

Figure 3-5**,** which shows bus frequencies on a Wednesday AM Peak 07:00-09:00 and is one of a set of 12 bus frequency maps shown in APPENDIX E. The bus frequency maps reflect pre-Covid (Q4 2019), which reflects a business-as-usual scenario.

Nearly all bus services in East Sussex are still at these pre-Covid 2019 frequencies, with two main exceptions. One is Brighton & Hove service 14/14C between Brighton, Peacehaven and Newhaven with a current Monday to Saturday daytime 20-minute frequency between Brighton and Peacehaven, and only occasional journeys serving Newhaven (in 2019 the frequencies were 15 minutes and hourly respectively). The other is Brighton & Hove service 29 between Uckfield and Tunbridge Wells with a current Monday to Saturday daytime hourly frequency (half-hourly in 2019).

These bus frequency maps cover three days and four time periods:

- Wednesday (as an example weekday)
- Saturday
- Sunday

- AM Peak 07:00-09:00
- Interpeak 09:00-16:00
- PM Peak 16:00-18:00
- Late PM 18:00-00:00

As a general pattern, bus frequencies are greatest on routes within Eastbourne and Hastings and between the major towns.

3.2.1 INTER-URBAN BUS CORRIDORS

There are currently four main inter-urban corridors:

- Brighton & Hove Buses' 'Coaster' corridor between Eastbourne, Seaford, Newhaven, Peacehaven and Brighton (routes 12,12A,12X,14). The Monday to Saturday daytime bus frequency is 6 buses an hour between Eastbourne and Brighton, 9 buses an hour between Seaford and Brighton, and 12 buses an hour between Peacehaven and Brighton;
- Brighton & Hove Buses' 'Regency' corridor (routes 28,29) between Brighton, Lewes, Ringmer, Uckfield, Crowborough and Tunbridge Wells. The Monday to Saturday daytime bus frequency is 10 minutes between Brighton and Lewes, with 2 buses an hour extending to Ringmer and 2 buses an hour extending to Uckfield. 1 bus an hour continues beyond Uckfield to Crowborough and Tunbridge Wells;
- Stagecoach's 'Wave' corridor between Eastbourne, Bexhill and Hastings (route 99). The Monday to Saturday daytime bus frequency is 20 minutes between Eastbourne and Hastings, supplemented by a further 2 buses an hour on another Stagecoach service (route 98) between Bexhill and Hastings; and
- Stagecoach's corridor between Eastbourne, Polegate, Hailsham, Heathfield, Mayfield and Tunbridge Wells (routes 51,54,98). The Monday to Saturday daytime frequency is 15 minutes between Eastbourne and Hailsham, with 2 buses an hour to Tunbridge Wells.

The only other sections of the East Sussex inter-urban bus network with 2 buses an hour, Monday to Saturday daytime, are:

- A Stagecoach service between Eastbourne and Hellingly Roebuck Park, via Langney and Hailsham (route 1X);
- Stagecoach's 'Wave' services between Hastings and Rye (routes 100,101). Though between the two towns each bus an hour follows a different routing so as to serve communities in-between;
- Metrobus services locally between Forest Row and East Grinstead, where two services combine to provide 2 buses an hour (routes 270,291).

3.2.2 EASTBOURNE AREA BUS NETWORK

- The town has a fairly extensive network, almost entirely provided on a commercial basis by Stagecoach.
- The main corridors (Langney-Seaside-Eastbourne town centre-Old Town-District General Hospital/Willingdon and Hampden Park-Eastbourne town centre) have Monday to Saturday daytime frequencies of 8 buses an hour (route 1,1A and Loop). Most areas of the town, but not all, are served by at least two buses per hour at these times. Evening and Sunday bus frequencies are generally around 15 minutes on the main corridors, with most other areas in the town (but not all) provided with a minimum hourly service.
- Eastbourne's spatial development used to be characterised as circular in shape, with un-developed marshlands in its 'centre'. This lent itself to the operation of circular routes, linking all the main destinations in the town. Though in recent decades new road building programmes

across the centre of the area have had the effect of offering motorists more direct routes and even faster journey times than can be achieved by bus.

- The 'Loop' service is now Eastbourne's only circular bus route. However, its punctuality has been significantly hampered by the effects of the Hampden Park level crossing and increasing levels of traffic congestion.
- Brighton & Hove Buses route 12,12X offers 6 buses an hour between Eastbourne, Seaford and Brighton, Monday to Saturday daytime (4 buses an hour evenings and Sundays).
- Stagecoach's routes 51,54,98 on the Hailsham-Polegate-Eastbourne corridor combine to provide a 15-minute frequency Monday to Saturday daytime (hourly evenings and 2 an hour on Sundays).
- Stagecoach route 99 links Eastbourne, Pevensey, Bexhill and Eastbourne with a 20-minute Monday to Saturday daytime service (hourly on Sundays). Though there is no evening provision.
- Roue 51 beyond Hailsham serves Horam, Heathfield and Tunbridge Wells. This runs half-hourly Monday to Saturday daytime. This runs hourly evenings between Eastbourne and Hellingly Roebuck Park. On Sunday daytime it runs half-hourly between Eastbourne and Roebuck Park, and hourly between Eastbourne and Heathfield (with 2 hourly extensions to Tunbridge Wells).
- Routes 54 and 98 also provide hourly Monday to Saturday daytime only links beyond Hailsham for Uckfield, Herstmonceux, Ninfield, Bexhill and Hastings.
- Stagecoach route 1X links Hellingly Roebuck Park and Eastbourne via Hailsham, Stone Cross and Langney. This runs on a 30 minute frequency, Monday to Saturday daytime only.
- County Council contracted route 125 is operated by Compass Travel and offers two return journeys on weekdays between Lewes, Glynde, Selmeston and Eastbourne.
- Cuckmere Buses provide several services running on limited days of the week linking communities to Eastbourne from the mainly rural hinterland.

3.2.3 HASTINGS AREA BUS NETWORK

- The Hastings bus network is complex, reflecting the hilly topography of the town and therefore the need to address accessibility requirements, including elderly and disabled residents who find the terrain more challenging. Most of the town network is provided on a commercial basis, though some services require the County Council's funding support to sustain them.
- The Hollington-Silverhill-St Leonards Warrior Square-Hastings town centre-Ore cross town corridor has a Monday to Saturday daytime frequency of 8 buses an hour (routes 20,22,22A), though alternate buses between the town centre and Ore are routed via Old Town.
- The main service linking Hastings town centre and the Conquest Hospital runs as circular route 26,26A, with a combined 10 minute frequency at these times. Other parts of the town are less frequently served, with Monday to Saturday daytime frequencies typically being half-hourly or hourly, or less.
- Evening and Sunday frequencies in the town are typically less than half of the Monday to Saturday daytime frequencies, though some areas are unserved. The majority of the town's evening and Sunday network was funded by the County Council until 2015, after which the Council's new Public transport Commissioning Strategy (see Supporting Policy section) changed its funding priorities and support for services at these times was withdrawn. Stagecoach took on most evening and Sunday services on a commercial basis, though two services are funded by way of the Hastings civil parking surplus.
- Stagecoach's route 2 offers a Monday to Saturday daytime service between Ashford, Tenterden, Northiam and Hastings. The frequency is 2 hourly throughout, supplemented by additional off-peak journeys to provide an hourly frequency between Northiam and Hastings.

- Stagecoach's Monday to Saturday daytime hourly route 304/305 links Hastings, Battle, Robertsbridge, Hurst Green and Hawkhurst, with buses continuing across Hawkhurst as route 254 serving Wadhurst, Frant and Tunbridge Wells. There is no evening or Sunday service.
- Stagecoach's route 349 is a 2 hourly daytime only service (including Sundays) linking Hastings and Hawkhurst via Sedlescombe and Bodiam.
- Stagecoach's commercial inter-urban routes link Hastings with Eastbourne, Hailsham and Bexhill. Monday to Saturday daytime frequencies on these routes are 20 minutes (route 99 Hastings-Glyne Gap-Bexhill town centre-Little Common-Eastbourne) and 30 minutes (route 98 Hastings-Glyne Gap-Pebsham-Bexhill town centre-Sidley). There is no evening service on these routes. An hourly Sunday service is provided on route 99 and also on route 98 between Hastings and Sidley.
- Route 98 also provides an hourly daytime service between the Conquest Hospital, Hollington, Ashdown Business Park, Sidley and Bexhill via the Hastings-Bexhill link road.
- County Council funded route 95 links Bexhill, Bexhill Hospital, Sidley, Ninfield, Battle and Hastings Conquest Hospital. This runs Monday to Friday daytime only and is contracted to Stagecoach.

3.2.4 BEXHILL AREA BUS NETWORK

- Services in Bexhill are provided by way of Stagecoach's commercial inter-urban routes linking the town with Hastings, Eastbourne, Hailsham and Bexhill. Monday to Saturday daytime frequencies on these routes range between 20 minutes (route 99 Hastings-Glyne Gap-Bexhill town centre-Little Common-Eastbourne); 30 minutes (route 98 Hastings-Glyne Gap-Pebsham-Bexhill town centre-Sidley); hourly (route 98 Bexhill town centre-Sidley-Ashdown Business Park-Hastings Hollington-Conquest Hospital; and hourly (route 98 Bexhill town centre-Sidley-Ninfield-Hailsham-Eastbourne).
- Another 2 hourly inter-urban service is provided through a County Council funded route linking Bexhill town centre, Bexhill Hospital, Sidley, Ninfield, Battle and Hastings Conquest Hospital (route 95 contracted to Stagecoach).
- There is no evening and Sunday provision, apart from an hourly Sunday daytime on each of two routes (route 99 Hastings-Glyne Gap-Bexhill town centre-Little Common-Eastbourne and route 98 Hastings-Glyne Gap-Pebsham-Bexhill town centre-Sidley).
- The County Council funds two limited frequency (typically 90 minutes) Bexhill town services (routes 96,97), which run only inter-peak Monday to Saturday daytime, serving other areas of Bexhill including Cooden Beach with passengers who are almost exclusively concessionary pass-holders. These are contracted to Stagecoach.
- Bexhill Community Bus provides four very long-standing town bus services (routes 11,12,13,14). These are run by volunteers and offer between 3 and 5 journeys on each route, Monday to Saturday daytime. Again, nearly all passengers using these services are concessionary pass holders.
- Funding contributions secured from new developments in north east Bexhill are expected to result in improvements to service 98, which will also be re-routed by way of a bus gate to maximise access for new residents. However, dates of occupation are not currently confirmed.
- The Bexhill Enterprise Park also occupies a site in north Bexhill, though serving it is proving to be challenging due to the cost of increased bus service provision and the lack of a development funding contribution.

3.2.5 BUS NETWORK SERVING RYE

- Rye is served by Stagecoach's commercial inter-urban routes 100 (Rye-Winchelsea-Hastings), 101 (Rye-Winchelsea Beach-Fairlight) and 102 (Rye-Camber-Jury's Gap-Lydd-Folkestone-Dover), offering a Monday to Saturday daytime hourly frequency on each service. There is no evening provision on any of these routes. Sunday daytime, routes 100 and 101 each run 2 hourly and route 102 runs hourly.
- Stagecoach also operate Council contracted routes 312 (Nothiam-Rye-Rye Harbour) and 313 (Tenterden-Rye-Rye-Harbour), each provided a 2 hourly Monday to Saturday daytime only service. Timetable scheduling constraints, due to the length of route and utilisation of vehicles, make it difficult for passengers to satisfactorily connect with trains at Rye Station.
- Rye & District Community Transport run a Monday to Friday daytime Rye town service, which also has irregular journeys which extend to areas including Udimore, Broad Oak and Playden Community Hospital. Previous to Covid, this service also ran Saturday daytime.

3.2.6 BUS NETWORK SERVING BATTLE

- Stagecoach's Monday to Saturday daytime hourly route 304/305 links Hastings, Battle, Robertsbridge, Hurst Green and Hawkhurst, with buses continuing across Hawkhurst as route 254 serving Wadhurst, Frant and Tunbridge Wells. There is no evening or Sunday service.
- Route 95, contracted by the County Council to Stagecoach, links Bexhill, Bexhill Hospital, Sidley, Ninfield, Battle and Hastings Conquest Hospital. This runs 2 hourly Monday to Friday daytime and 90 minutes Saturday daytime (Conquest Hospital is not served on Saturdays). There is no evening or Sunday service.
- The County Council contracts a twice weekly link between Heathfield, Rushlake Green, Netherfield and Battle (route 225), which is operate by North Wealden Community Transport Partnership (Wealdlink Community Transport Services).
- Battle Area Community Transport's volunteer run network of community bus services provides an extensive network of services to and from the local area. Though these run on occasional days only.

3.2.7 BUS NETWORK SERVING HEATHFIELD

- Stagecoach's Monday to Saturday daytime half-hourly route 51 links Eastbourne, Polegate, Hailsham, Horam, Heathfield, with buses continuing across Heathfield as route 251/252 serving Mayfield, Rotherfield (route 252 only) and Tunbridge Wells. There is no evening service. On Sunday daytime there is an hourly between Eastbourne and Heathfield and a 2 hourly service between Tunbridge Wells and Heathfield.
- County Council contracted service 231 runs between Uckfield, Framfield, Heathfield, Burwash and Etchingham, on a 2 hourly Monday to Friday frequency. There is no service evenings and weekends, though Wealdlink Community Transport Service route 262 provides two round trips between Uckfield and Heathfield on Saturdays.
- The County Council contracts a twice weekly link between Heathfield, Rushlake Green, Netherfield and Battle (route 225), which is operate by North Wealden Community Transport Partnership (Wealdlink Community Transport Services).
- Cuckmere Buses provide a weekly shopper service between Waldron, Heathfield, Rushlake Green and Eastbourne.
- Heathfield's town centre road layout prevents buses being able to turn at the end of their journey, which reduces the ability of bus operators to run services with greater operational efficiency.

3.2.8 BUS NETWORK SERVING HAILSHAM

- Hailsham and the adjoining area of Hellingly to the north, are areas of significant levels of new housing provision. Allocated sites have been somewhat piecemeal in terms of development proposals, which has led to difficulties in improving bus service arrangements. The situation has not been assisted by, in a number of cases, locations and estate design that provide further challenges in terms of encouraging the take of bus use.
- Development contributions and infrastructure provision for improved bus services have not always been available to provide services at the earliest stages of occupation. One notable exception though is contributions secured for the Roebuck Park development in Hellingly, which Stagecoach took over on a commercial basis once the funding contribution was exhausted (route 1X).
- A further issue in encouraging modal shift is the relative ease of access for motorists to the trunk road network. This allows motorists to potentially bypass congestion hotspots in the centre of Hailsham and in the Polegate area (the location of the nearest railway station), thereby providing them with significantly faster journey times.
- The lack of attractive public transport between Hailsham and Lewes, linking an area of housing growth with onward connections from Lewes to the education, employment and leisure opportunities in Brighton, will be addressed in this BSIP.
- The Hailsham-Polegate-Eastbourne Movement and Access Corridor project is a vital component in improving bus services on this corridor. This bus priority scheme is expected to address bus punctuality issues caused by traffic congestion. Phase 2 of the scheme is unfunded.
- Stagecoach's Monday to Saturday daytime half-hourly route 51 links Eastbourne, Polegate, Hailsham, Horam, Heathfield and Tunbridge Wells. Their route 54 provides an hourly Monday to Saturday daytime link between Eastbourne, Polegate, Hailsham and Uckfield. Stagecoach's route 98 provides a Monday to Saturday daytime hourly link between Eastbourne, Polegate, Hailsham, Herstmonceux, Ninfield, Bexhill and Hastings. Together these services combine to provide a 15 minute frequency between Hailsham, Polegate and Eastbourne.
- Evening and Sunday provision is by way of route 51. This runs hourly evenings between Eastbourne and Hellingly Roebuck Park. On Sunday daytime it runs half-hourly between Eastbourne and Roebuck Park, and hourly between Eastbourne and Heathfield (with 2 hourly extensions to Tunbridge Wells).
- Stagecoach route 1X links Hellingly Roebuck Park and Eastbourne via Hailsham, Stone Cross and Langney. This runs on a 30 minute frequency, Monday to Saturday daytime only.
- The County Council contracts Compass travel to operate route 143 between Lewes, Ringmer and Hailsham. The service runs 2 hourly, Monday to Friday daytime only.
- Cuckmere Buses volunteers provide three Hailsham town routes (H1,H3,H4), though limited to certain days of the week and times of day.
- Cuckmere Buses also provide several services running on limited days of the week linking communities to Eastbourne from the mainly rural hinterland.

3.2.9 BUS NETWORK SERVING LEWES

- The county town of Lewes is challenging in terms of bus provision due to narrow streets and traffic congestion. The town bus service has suffered frequency reductions in recent years simply to maintain a reliable timetable in the face traffic hold-ups.
- To access the bus station buses crossing the town from west to east are required to loop around part of the one-way system twice. In doing so these buses also climb School Hill, which is an Air Quality Management Area.

- Lewes Bus Station itself is in private ownership and currently subject to a pre-application for planning development for the site to be re-developed for residential housing. The South Downs National Park Authority Local Plan (2019) states “The principle of redevelopment *(of the bus station site)* is acceptable, providing that attractive, operationally satisfactory interchange facilities for passengers are provided on a site elsewhere of equal convenience in this sector of the town.” Finding a suitable alternative site is likely to be extremely challenging.
- Brighton & Hove Buses’ ‘Regency’ corridor (routes 28,29) between Brighton, Lewes, Ringmer, Uckfield, Crowborough and Tunbridge Wells provides the most intensive service. The Monday to Saturday daytime bus frequency is 10 minutes between Brighton and Lewes, with 2 buses an hour extending to Ringmer and 2 buses an hour extending to Uckfield. 1 bus an hour continues beyond Uckfield to Crowborough and Tunbridge Wells. This service is provided on a commercial basis.
- Compass Travel provide a number of services linking surrounding mainly rural areas with the town. These being route 121 Newick-North Chailey South Chailey-Cooksbridge-Lewes (hourly / 2 hourly Monday to Saturday daytime); route 122 Barcombe-Cooksbridge-Lewes (2 hourly Monday to Saturday daytime); route 123 Newhaven-Piddinghoe-Rodmell-Kingston-Lewes (2 hourly Monday to Saturday daytime); route 125 Eastbourne-Wilmington-Alfriston-Selmeston-Firle-Glynde-Lewes (2 return journeys Monday to Friday daytime); route 143 Hailsham-Laughton-Ringmer-Lewes (2 hourly Monday to Friday daytime); route 166 Haywards Heath-Wivelsfield Green-Plumpton-Lewes (2 hourly Monday to Friday daytime). There is no evening or Sunday service on any of these routes.
- Compass Travel also operate the County Council contracted route 167 (Burgess Hill-Ditchling-East Chiltington-Lewes) which runs on 2 days a week.
- Cuckmere Buses provide route 25 (Eastbourne-Wilmington-Alfriston-Selmeston-Firle-Glynde-Lewes) which offers 4 return journeys on Saturdays.
- Compass Travel run three Lewes town services funded by the County Council (routes 127,128,129). The most frequent provision is the twice hourly Monday to Saturday daytime service for Landport estate. The other estates are served on a mainly 90 minute frequency, Monday to Saturday daytime only.
- Community Transport for the Lewes Area (CTLA) is funded by Lewes Town Council to provide a Sunday service for the Lewes town estates (route 132).
- Lewes Town Council also fund CTLA to provide route 131 on 2 days a week, which serves an area not on the route of other services.
- The lack of a quality public transport option between Lewes and Hailsham, with its growth in new relatively lower cost housing, will be addressed in this BSIP.

3.2.10 BUS NETWORK SERVING UCKFIELD

- Uckfield is another area of significant housing growth, with around 1000 new homes in the Ridgewood area will see occupation in the coming years. No development contributions were secured for improvements to the bus service frequency, with the frequency actually having been reduced since the original planning application. Though a new bus gate will provide access to the site.
- Uckfield bus station passenger facilities are due to be upgraded in 2022. Buses accessing the bus station are at times held up by traffic queues along Bell Lane at the junction with Uckfield High Street.
- Brighton & Hove Buses’ commercial ‘Regency’ route 29 between Brighton, Lewes, Uckfield, Crowborough and Tunbridge Wells is the most frequent bus route serving Uckfield. The Monday to Saturday daytime bus frequency is 2 buses an hour between Brighton and Uckfield, and 1 bus an hour continues between Uckfield. An hourly service is provided evenings and Sundays.

- Stagecoach's commercial route 54 links Uckfield, East Hoathly, Hailsham, Polegate and Eastbourne, running hourly Monday to Saturday daytime only. The County Council funds the section of route north of the bus station so as to provide a town service facility.
- County Council funded Compass Travel route 31A,31C provides an hourly link (Monday to Saturday daytime only) between Haywards Heath, North Chailey and Uckfield.
- County Council contracted service 231 (operated by Compass Travel) runs between Uckfield, Framfield, Heathfield, Burwash and Etchingham, on a 2 hourly Monday to Friday frequency. There is no service evenings and weekends.
- Compass Travel's County Council contracted route 261 provides a mainly 2 hourly service between Uckfield, Nutley, Forest Row and East Grinstead, on Mondays to Fridays only. Wealdlink Community Transport Service route 262 provides three round trips between Uckfield and Nutley on Saturdays, as well as serving the Ashdown Forest and Hartfield.
- County Council funded CTLA routes 246,248,249 provide links from mainly rural areas (including Danehill, Fletching, Buxted, High Hurstwood and Hadlow Down) on up to 3 days a week.

3.2.11 BUS NETWORK SERVING CROWBOROUGH

- Brighton & Hove Buses' commercial 'Regency' route 29 between Brighton, Lewes, Uckfield, Crowborough and Tunbridge Wells offers an hourly service for Crowborough, including evenings and Sundays.
- County Council funded Compass Travel route 228,229 provides a local town service function for Crowborough and Jarvis Brook as well as a direction service provision to Tunbridge Wells. Frequency is approximately 2 hourly, Monday to Saturday daytime only.
- Wealdlink Community Transport Services are contracted by the County Council to operate two routes serving Crowborough. Route 224 (Wadhurst-Town Row-Rotherfield-Crowborough) provides 3 return journeys on 2 days a week. Route 226 (Mayfield-Rotherfield-Crowborough) provides 3 return journeys on 3 days a week. Both services also provide local routes within Crowborough, due to estate roads being unsuitable for standard size buses.

3.2.12 BUS NETWORK SERVING SEAFORD

- Brighton & Hove Buses route 12,12A,12X offers 6 buses an hour between Eastbourne, Seaford and Brighton, Monday to Saturday daytime (4 buses an hour evenings and Sundays). On Monday to Saturday daytime, this is supplemented by a further 3 buses an hour between Seaford and Brighton.
- Chyngton Estate in Seaford is served by 3 buses an hour Monday to Saturday daytime, through the above Brighton & Hove Buses services (route 12A), and 2 buses an hour evenings and Sundays.
- County Council contracted service 119, operated by Compass Travel, provides a local town service facility for parts of Seaford, on generally a half-hourly or hourly frequency (Monday to Saturday daytime only).
- Cuckmere Buses provide the 120 Bishopstone and Seaford town service Monday to Saturday daytime (again generally a half-hourly or hourly frequency). On Saturday afternoons this is provided by Compass Travel under contract to the County Council.
- Route 126 (Compass Travel and Cuckmere Buses) provide occasional Monday-Saturday journeys linking Seaford and Alfriston.
- Cuckmere Buses route 26 offers 4 return journeys on Sundays between Seaford, Alfriston, Polegate and Eastbourne.

3.2.13 BUS NETWORK SERVING NEWHAVEN

- Brighton & Hove Buses route 12,12A,12X offers 6 buses an hour between Eastbourne, Seaford and Brighton, Monday to Saturday daytime (4 buses an hour evenings and Sundays). On Monday to Saturday daytime, this is supplemented by a further 3 buses an hour between Seaford, Newhaven and Brighton.
- County Council contracted route 123 provides a 2 hourly service between Newhaven, Piddinghoe, Rodmell, Kingston and Lewes (Monday to Saturday daytime only).
- County Council contracted route 145 provides a limited Newhaven town service (3 journeys on Mondays to Saturdays) linking also South Heighton.
- Occasional journeys on Brighton & Hove Buses route 14C extend beyond north Peacehaven to Newhaven (including Sainsbury's). Previous to Covid this was an hourly service provision.

3.2.14 BUS NETWORK SERVING PEACEHAVEN

- Along the A259 in Peacehaven Brighton & Hove Buses route 12,12A,12X offers 6 buses an hour between Eastbourne, Seaford and Brighton, Monday to Saturday daytime (4 buses an hour evenings and Sundays). On Monday to Saturday daytime, this is supplemented by a further 3 buses an hour between Seaford, Newhaven and Brighton.
- Brighton & Hove Buses commercial route 14,14C provides a 20 minute Monday to Saturday daytime frequency between North Peacehaven and Brighton (half-hourly evenings and Sundays). The hourly 14C service Royal Sussex County Hospital.
- Occasional journeys on Brighton & Hove Buses route 14C extend beyond north Peacehaven to Newhaven (including Sainsbury's). Previous to Covid this was an hourly service provision.

Figure 3-5 - Bus frequency map: Wednesday AM Peak 07:00-09:00

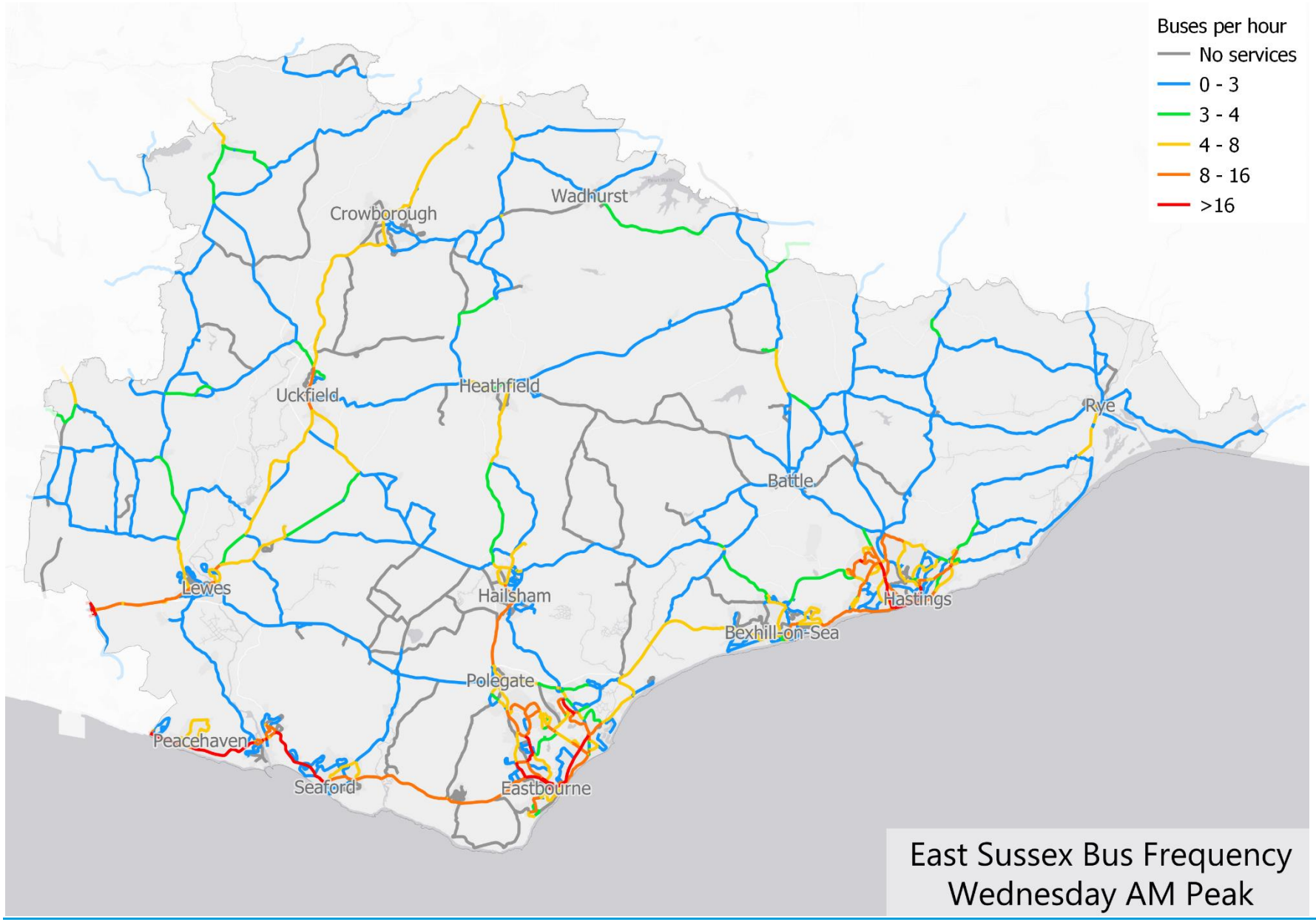


Figure 3-6 Bus frequency map: Wednesday Evening

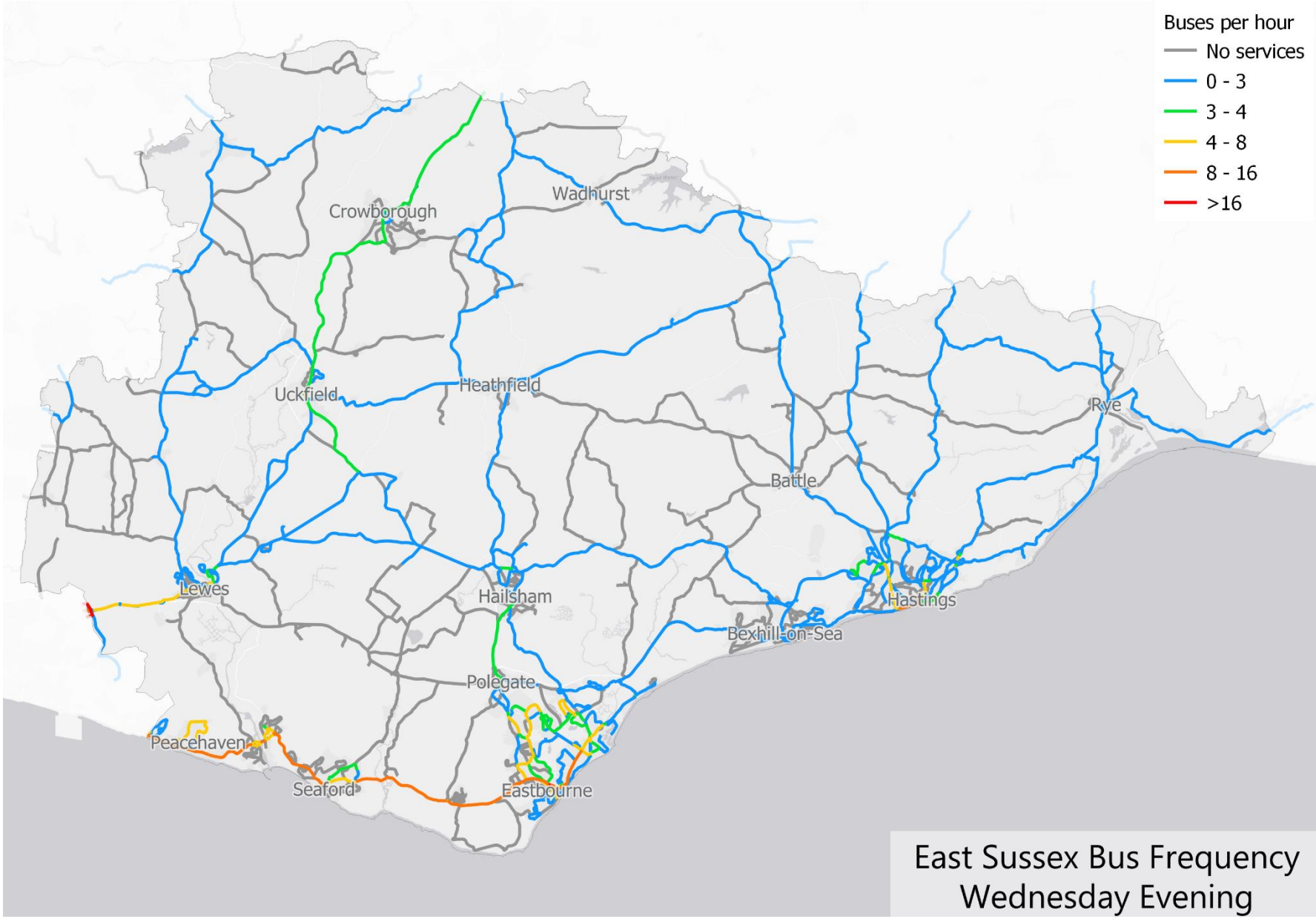


Figure 3-7 Bus frequency map: Saturday AM Peak

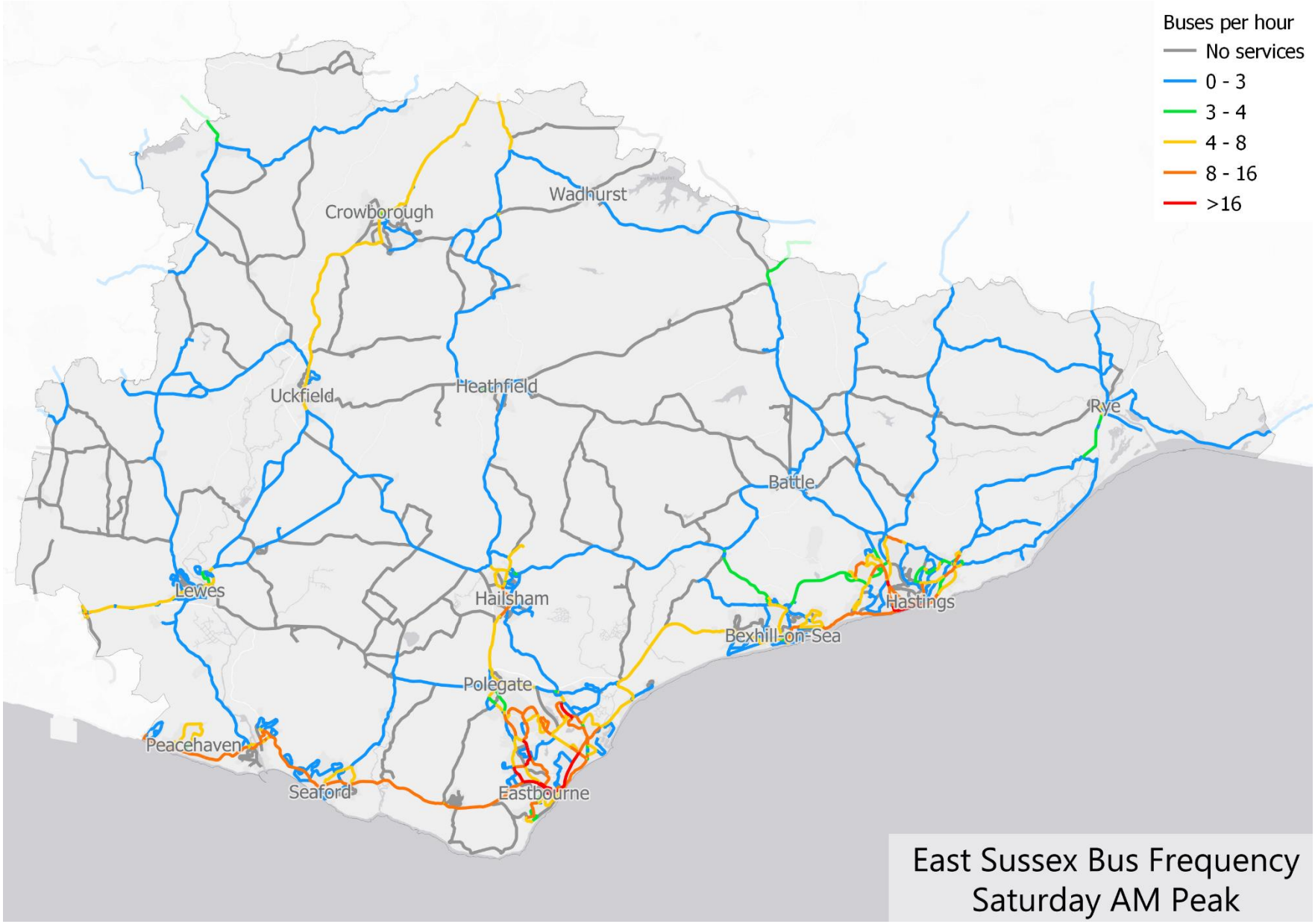
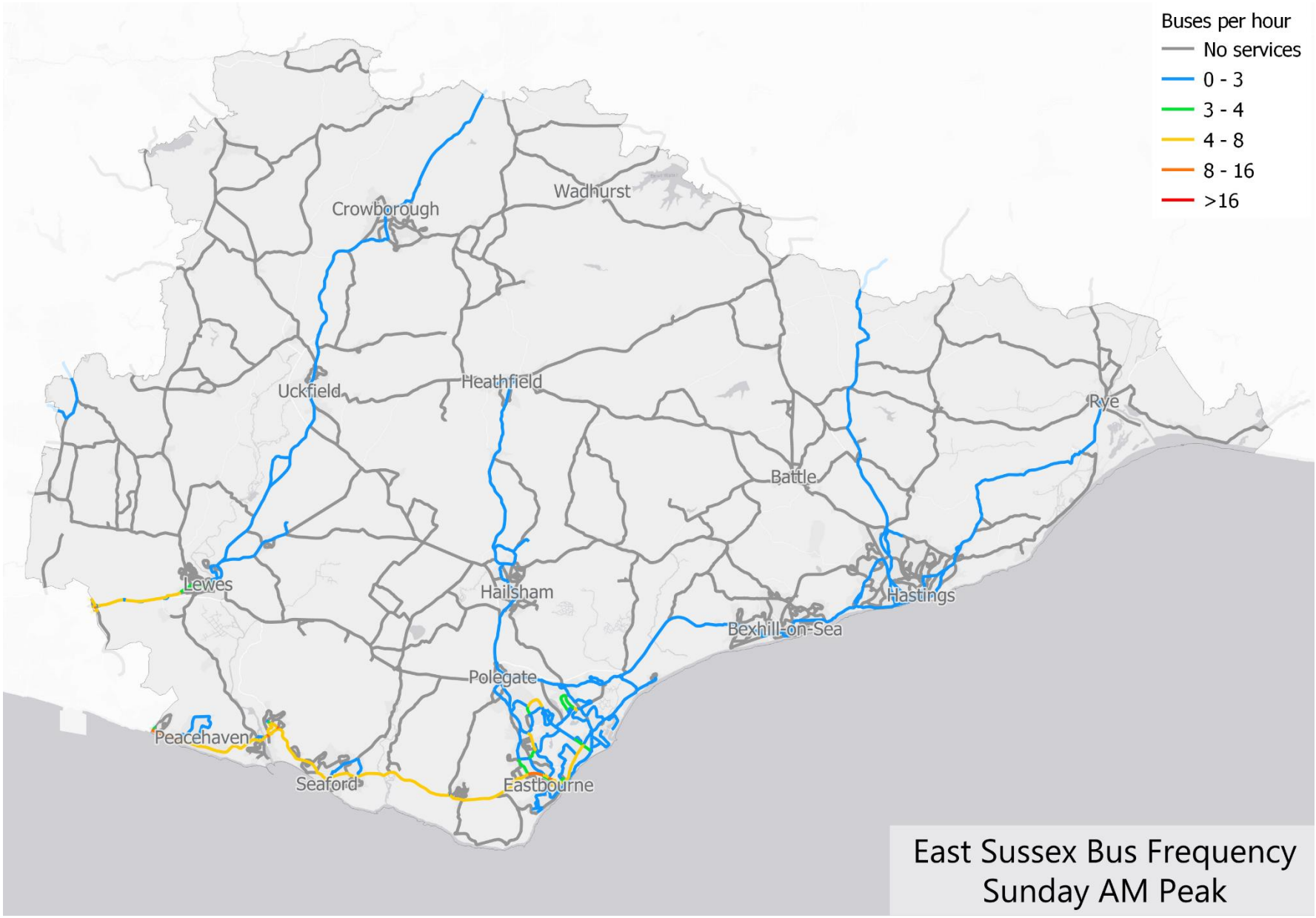


Figure 3-8 Bus frequency map: Sunday AM Peak



For all of the bus frequency maps please see APPENDIX E

Figure 3-9 Buses Operating Per Hour across the week

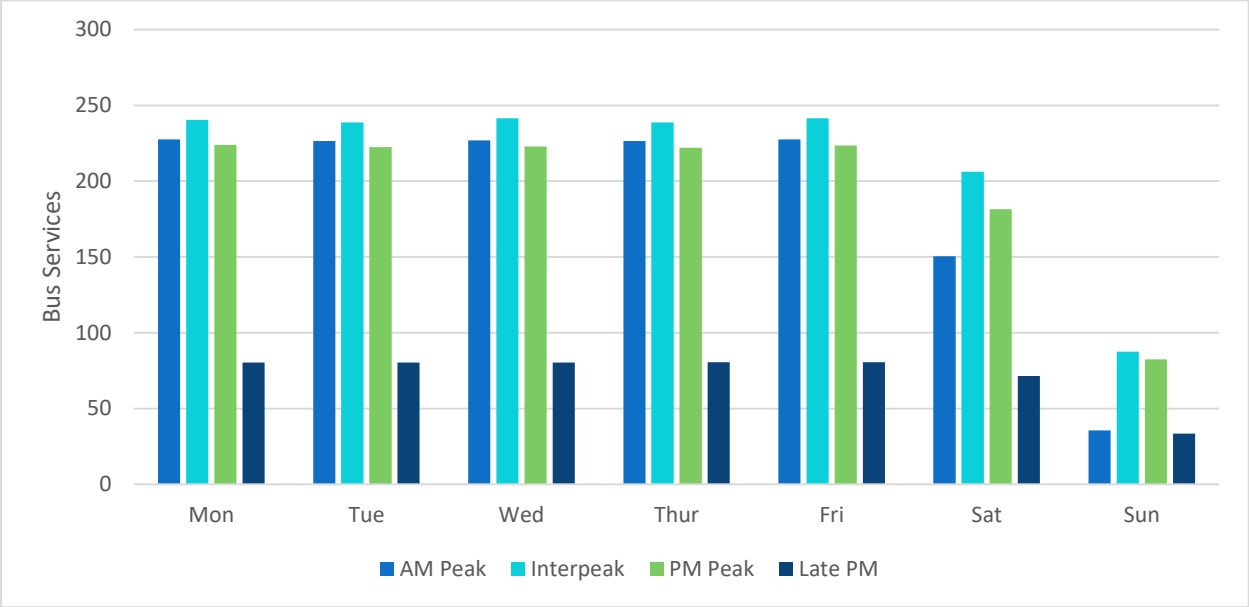
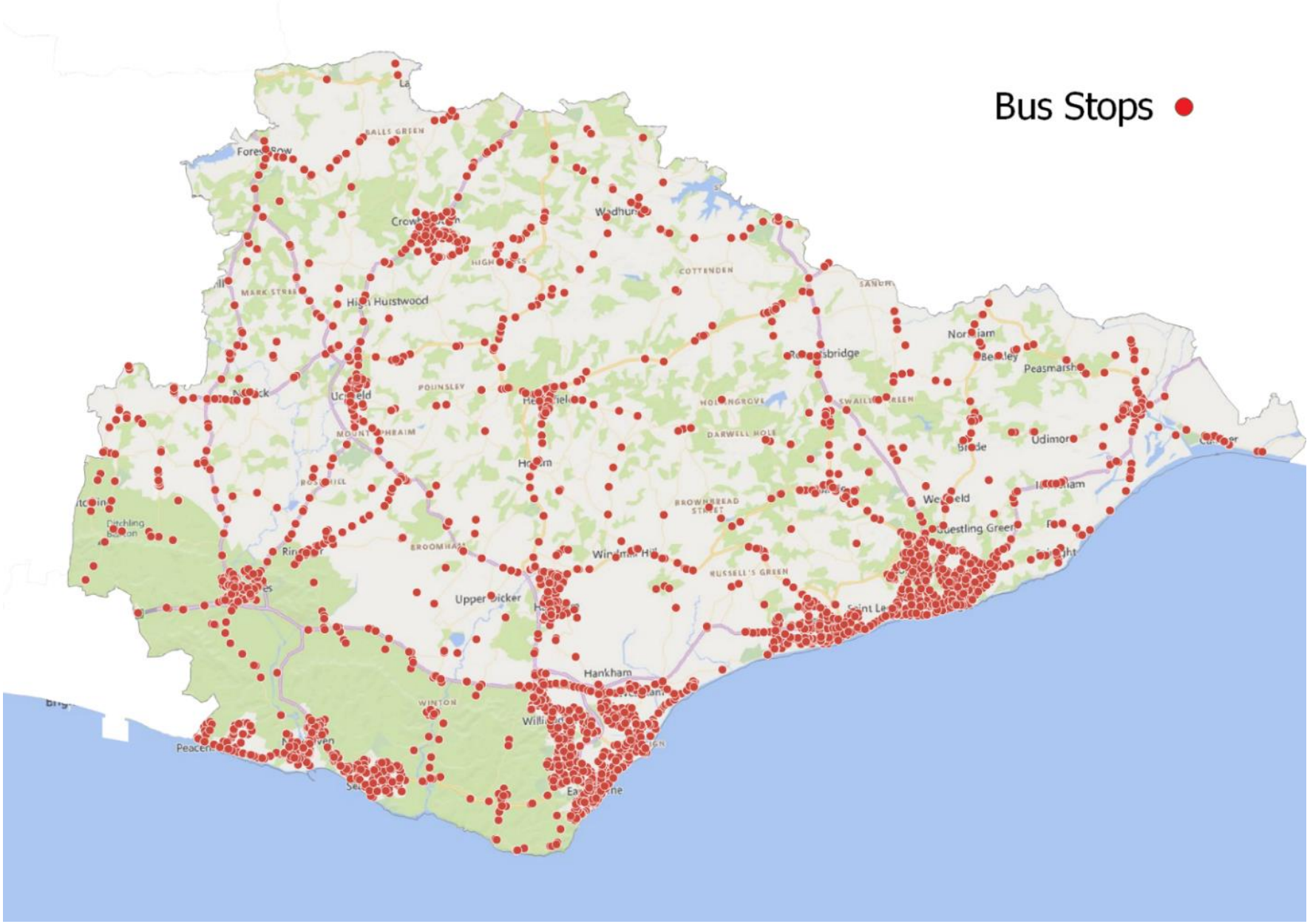


Figure 3-10 shows the distribution of bus stops across the county. It shows that there is a good distribution of bus stops, except in the most rural areas. In the deeper rural areas of East Sussex bus services operate on a 'hail and ride' basis, stopping at the request of users where it is safe to do so.

Figure 3-10 Distribution of bus stops across the county



3.3 ACCESSIBILITY

Maps showing the accessibility of key destinations in East Sussex are shown in APPENDIX F. These accessibility maps were used to inform the proposals for improved bus services set out in APPENDIX B. The seven locations selected are as follows: Hastings, Bexhill, Eastbourne, Peacehaven, Lewes, Uckfield, and Crowborough. Figure 3-11 to Figure 3-16 show bus accessibility for all the towns combined, with bands of colour showing increasing travel times via bus from those locations, for those arriving in the towns during the AM peak. For the full set of accessibility maps please see Appendix Figure 30 to Appendix Figure 53 in Appendix F

Figure 3-17 to Figure 3-20 show access to bus services of a specified frequency (half-hourly, hourly and two-hourly) at specific time periods and days of the week. For the full set of accessibility maps please see Appendix Figure 54 to Appendix Figure 65 in Appendix F

The figures highlights that access to the major towns via bus services is limited for much of the county, particularly in the evening and at weekends. They also clearly show the significant improvements that would be brought about through the proposed bus service enhancements contained within this BSIP.

Please see **Error! Reference source not found.** and Appendix Table 16 in Appendix F for the data analytic tables showing % of population that have access to a bus service with a frequency of X or better and % of population that have access to a bus service with a frequency of X or better respectively.

Table 3-2 – List of Figures of Bus accessibility to major towns in East Sussex

Figure 3-11 Bus accessibility to major towns in East Sussex – Baseline – Weekday AM Peak
Figure 3-12 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday AM Peak
Figure 3-13 - Bus accessibility to major towns in East Sussex – Baseline – Weekday Evening
Figure 3-14 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday Evening
Figure 3-15 - Bus accessibility to major towns in East Sussex – Baseline – Sunday Evening
Figure 3-16 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Sunday Evening

APPENDIX F contains a full set of figures showing bus accessibility to major towns in East Sussex.

Figure 3-11 Bus accessibility to major towns in East Sussex – Baseline – Weekday AM Peak

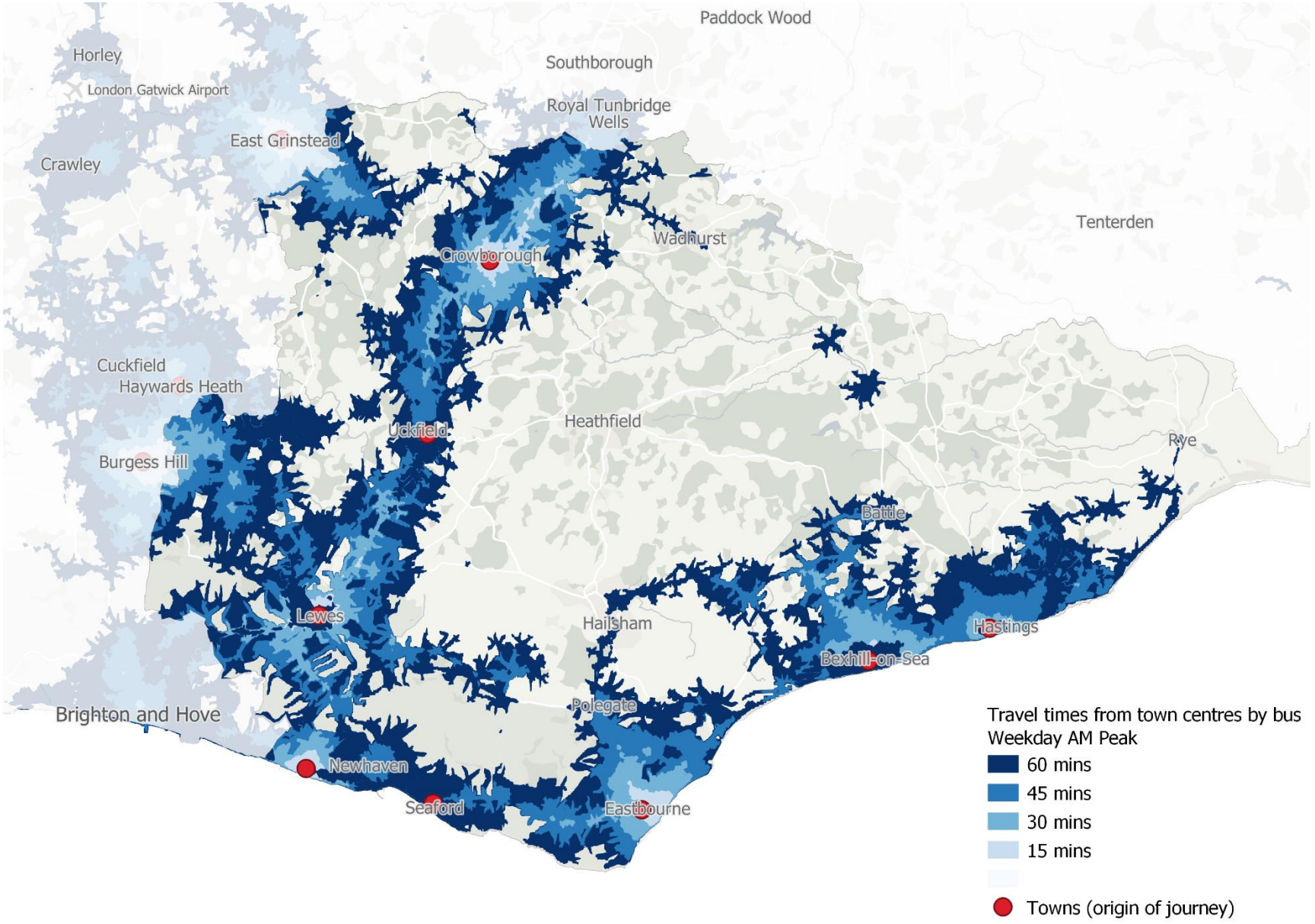


Figure 3-12 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday AM Peak

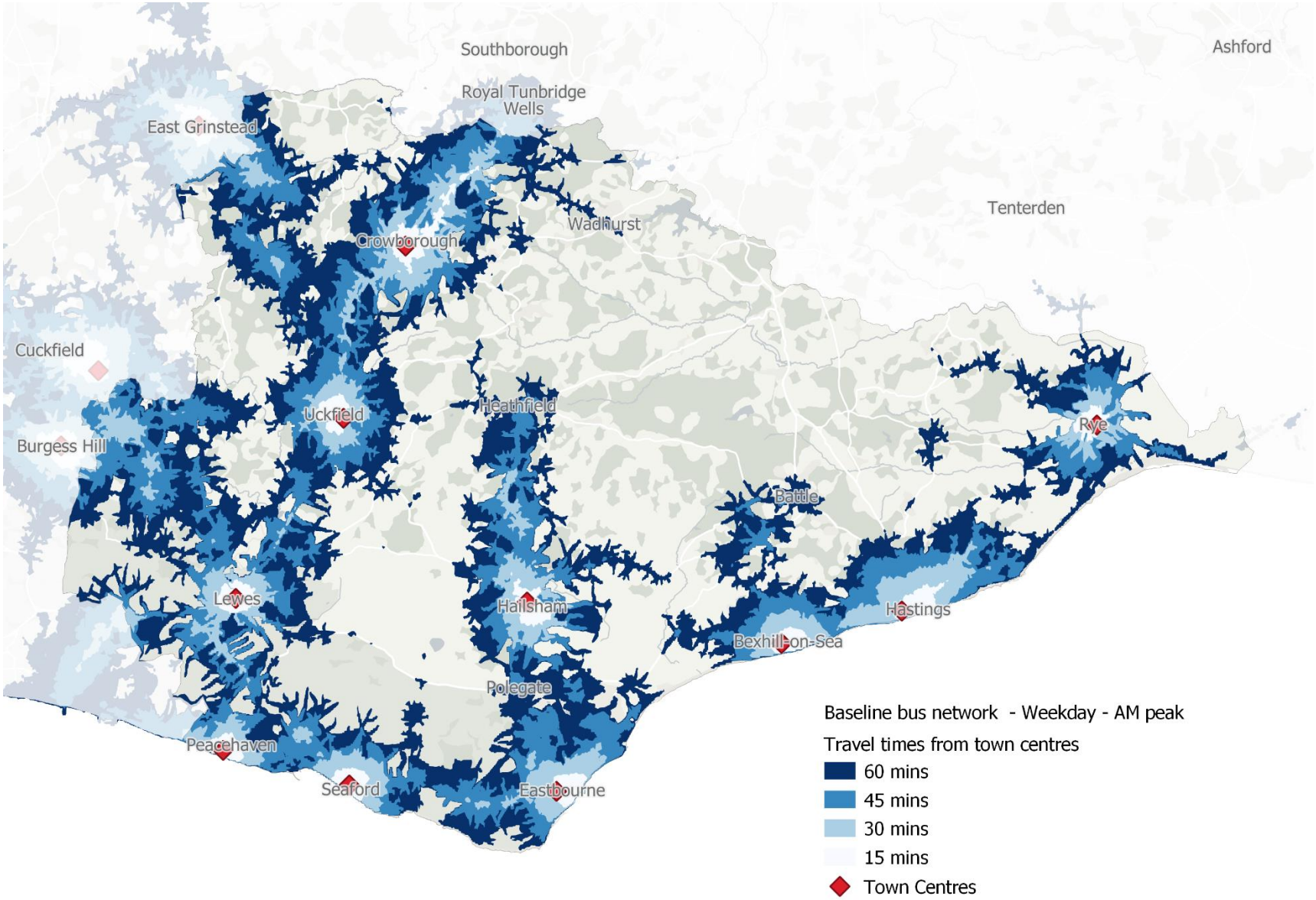


Figure 3-13 - Bus accessibility to major towns in East Sussex – Baseline – Weekday Evening

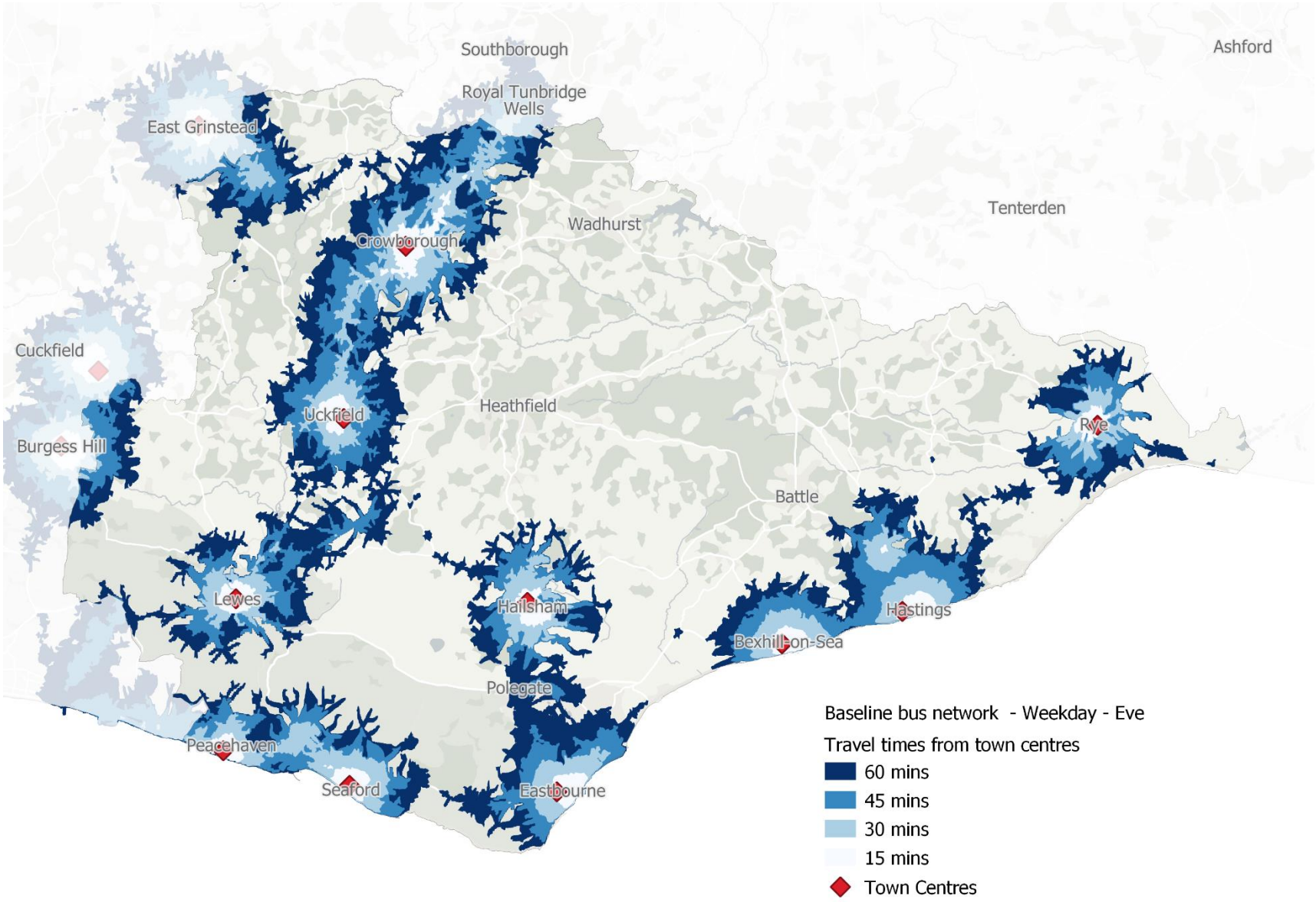


Figure 3-14 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday Evening

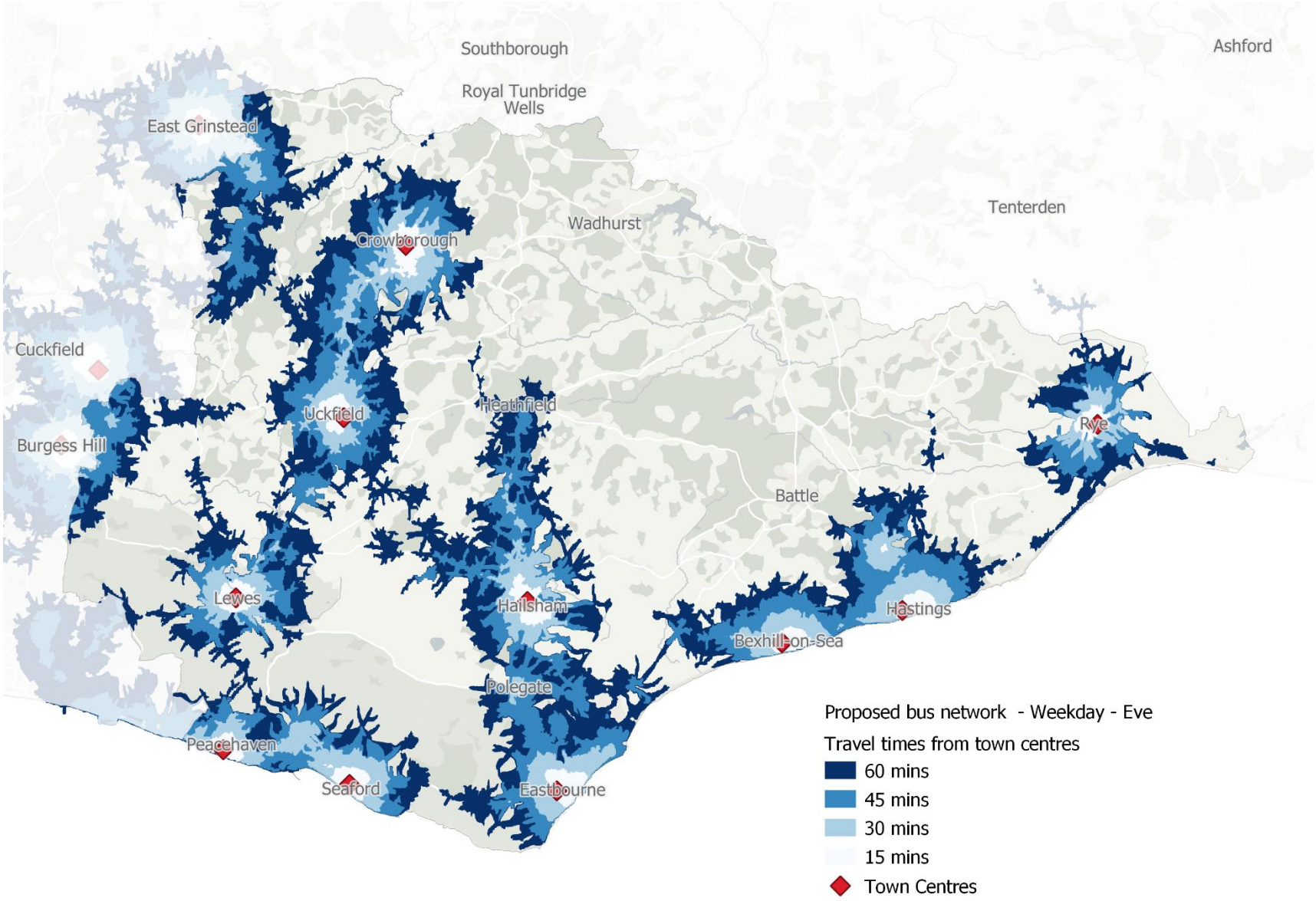


Figure 3-15 - Bus accessibility to major towns in East Sussex – Baseline – Sunday Evening

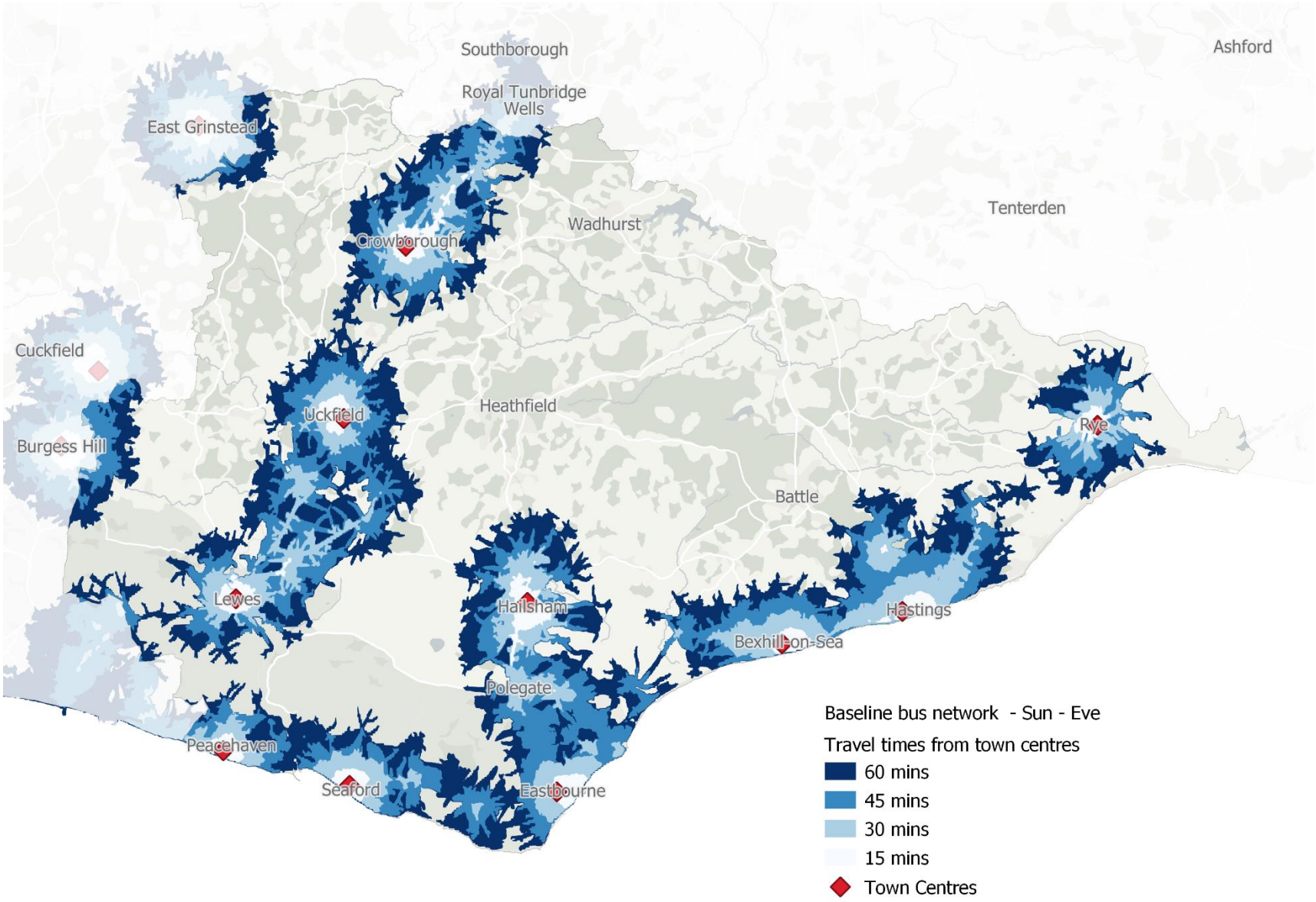


Figure 3-16 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Sunday Evening

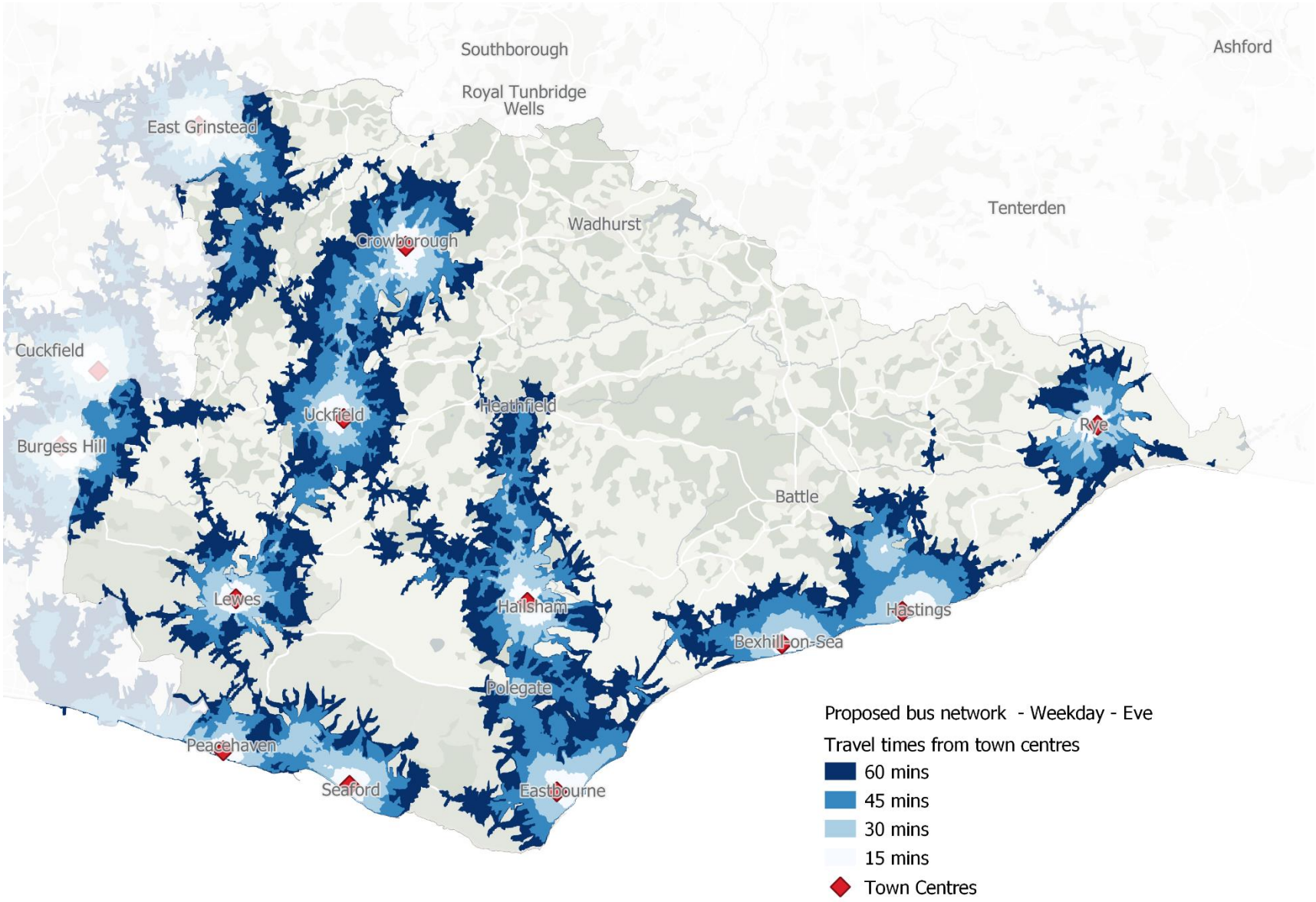


Figure 3-17 - Bus Service Accessibility–Baseline and Enhanced-Weekday-AM Peak–Access to a Half-Hourly Or Better Service

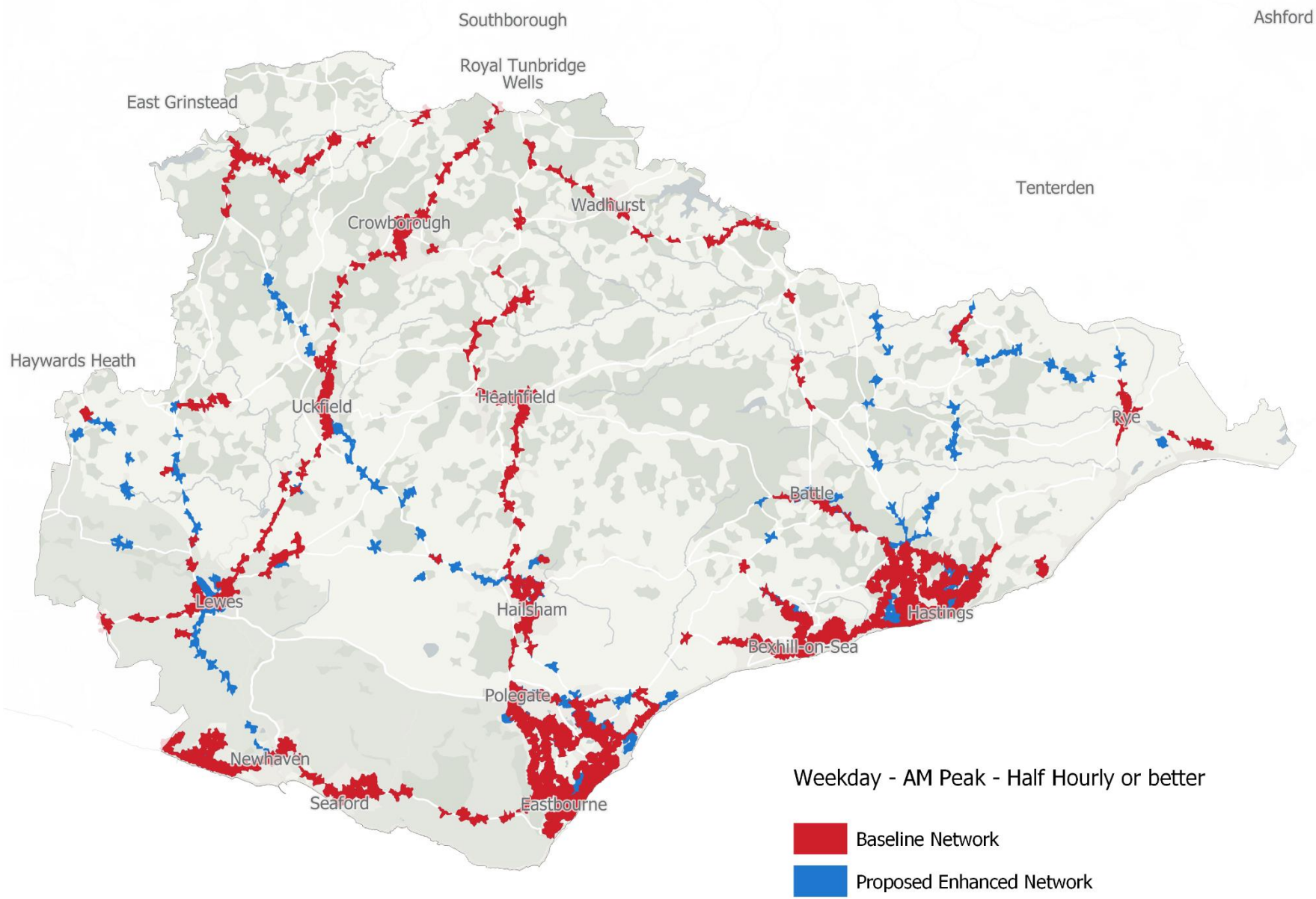


Figure 3-18 - Bus Service Accessibility–Baseline and Enhanced-Weekday Evening–Access to a Half-Hourly Or Better Service

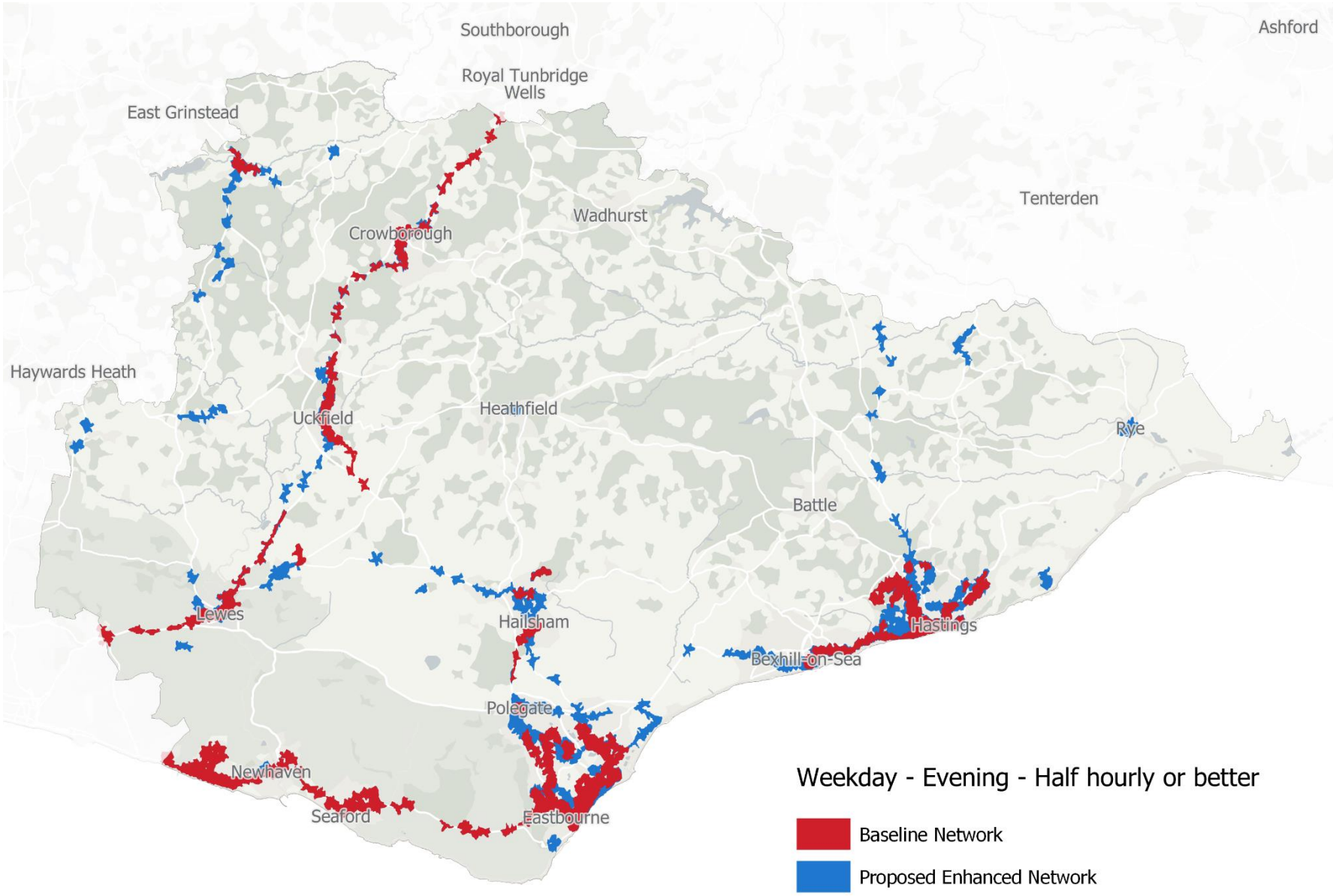


Figure 3-19 - Bus Service Accessibility–Baseline and Enhanced-Saturday Interpeak–Access to a Half-Hourly Or Better Service

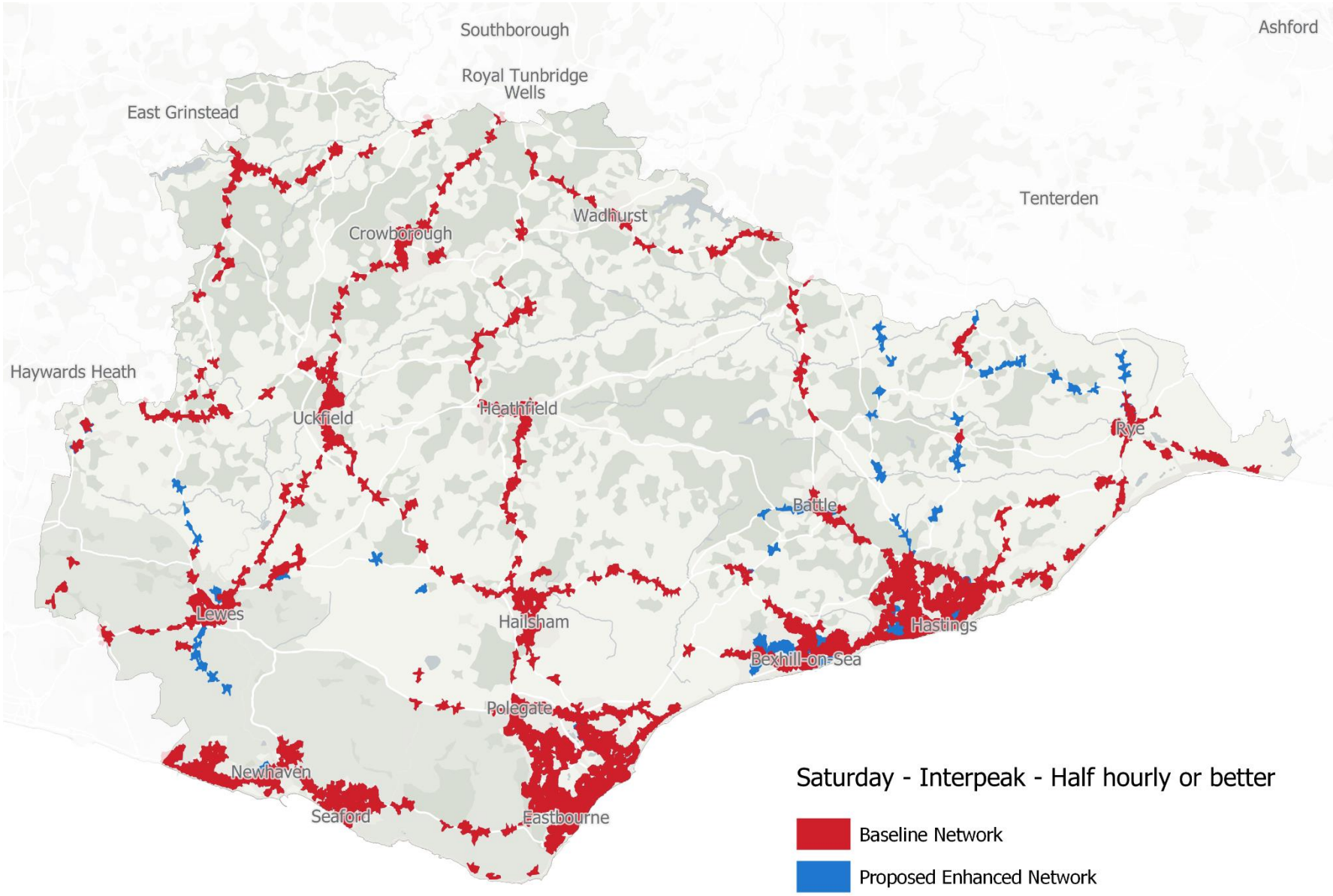
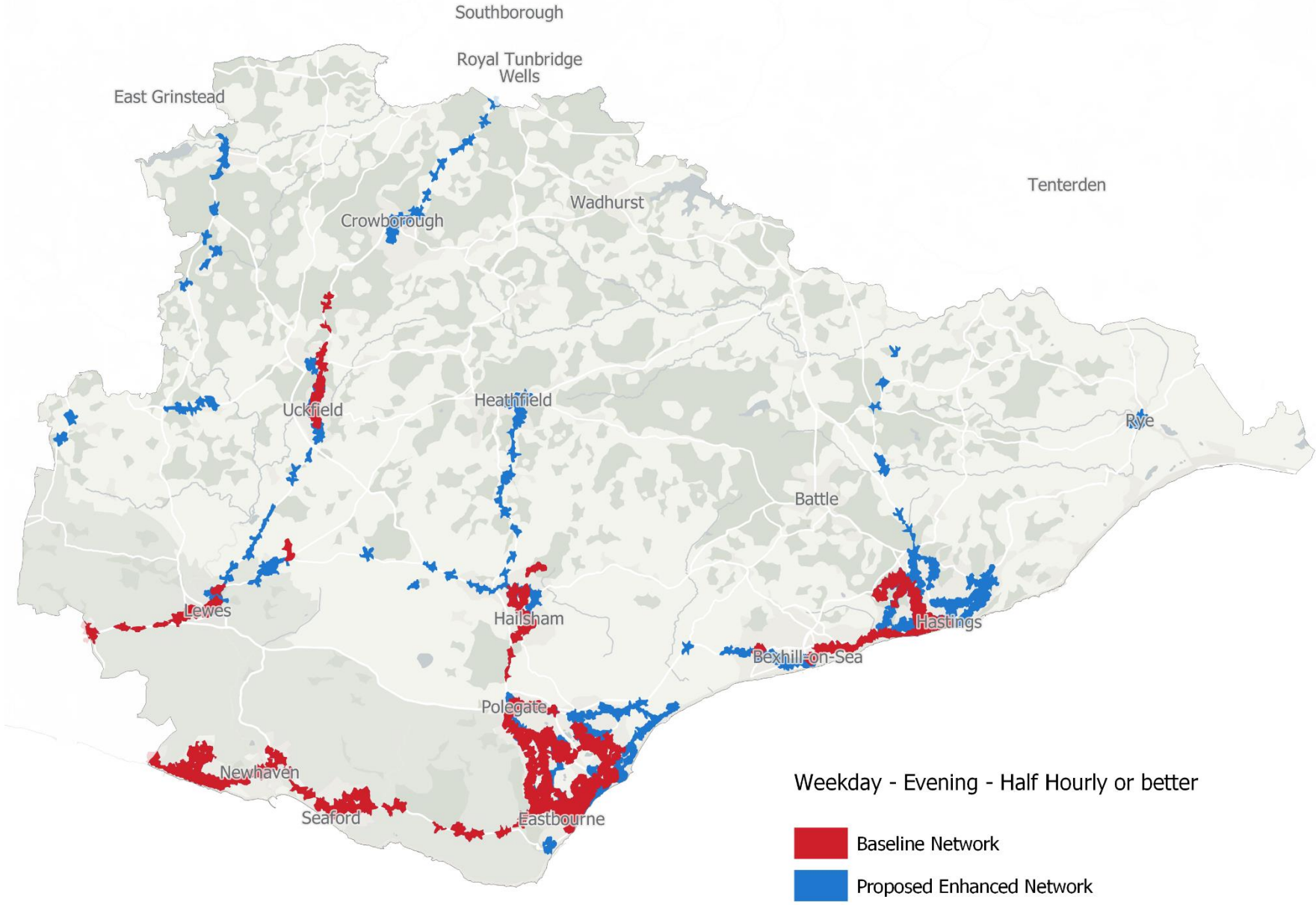


Figure 3-20 - Bus Service Accessibility–Baseline and Enhanced-Sunday Evening–Access to a Half-Hourly Or Better Service



3.4 BUS OPERATORS

Figure 3-21 Bus Operators in East Sussex with number of routes operated

Bus Operator Name	# Routes
Stagecoach South East	61
Brighton & Hove Bus and Coach Company	30
Compass Travel	22
Cuckmere Buses	17
Rambler Coaches	10
Seaford & District	11
Metrobus	5
Battle Area Community Transport	7
Hams Travel	7
Community Transport for Lewes Area	7
Autocar Bus & Coach Services	5
Go-Coach Hire	2
Wealdlink Community Transport	4
The Big Lemon	2
Bexhill Community Bus	4
Arriva Kent and Surrey	1
Rye Community Transport	1

For a full operator route table please see APPENDIX C.

In 2019/20, 95% of all passenger journeys on buses serving East Sussex were those provided by Stagecoach and Brighton & Hove/Metrobus (part of the Go-Ahead Group).

The next largest operator by passenger volume, Compass Travel, at the time carried just under 3% of all passenger journeys. These services being nearly all financially supported by East Sussex County Council, primarily running in rural areas and providing some smaller town networks.

Apart from the remaining services provided by Autocar, Go-Coach Hire and The Big Lemon, all the other operators bus services run on schooldays only (Rambler Coaches, Seaford & District, Hams Travel and Arriva).

School bus services are not considered in depth as part of this BSIP. Though it should be noted that nearly all buses running on weekdays in utilised to some degree in ensuring children and young people can travel to educational establishments. Ensuring there is sufficient provision for these needs has traditionally shaped the local bus service network in East Sussex and dictated the size of vehicles deployed for these peak passenger loadings.

3.5 COMMUNITY TRANSPORT

Community transport is non-profit making transport provision. In East Sussex, these range from local car lift schemes intended to meet a particular need, such as access to a doctors surgery, to

minibus dial a ride and local bus services. Some rely exclusively on volunteers, whilst others employ paid staff.

The community transport bus operators of Cuckmere Buses, Battle Area Community Transport, Community Transport for the Lewes Area, Wealdlink Community Transport, Bexhill Community Bus and Rye Community Transport, whilst only carrying a small proportion of bus passengers, nevertheless provide a very important component of the local bus network.

Community transport providers have consistently raised concerns that they should not be viewed as being capable of significant expansion. The providers are often reliant on the efforts of key individuals and the sector struggles for volunteers to maintain services.

3.6 FARES & TICKETING

3.6.1 FARES AND TICKETING OPTIONS

Brighton & Hove and Metrobus have calculated their average is 16.9p per passenger kilometre, this figure excludes passengers travelling for free with their concessionary pass.

Bus operators in the East Sussex area offer a wide range of fares and ticket options. These are generally aimed at encouraging passengers to forward purchase period tickets valid for a whole day or more, rather than simply pay individually for each journey made. Return fares are usually available, and Stagecoach South East, for example, now permit return fares to be used the next day.

Information regarding fares and tickets is not always easy to locate on the operators' websites. Details on single and return fares tend to be more hidden and can often only be found by specifying a particular journey. Metrobus and Brighton & Hove Buses provide this information through their online route timetable.

Some simplified flat fare arrangements exist in localised areas, most notably on Stagecoach's Eastbourne network. Though this is likely to have the effect of discouraging shorter journeys.

Cash payments are now made by just 5% of Brighton & Hove/Metrobus passengers.

Stagecoach's Evening Rider bus ticket allows unlimited travel on their services in East Sussex and Kent for £3 through their app and is available for travel after 6pm.

Stagecoach, Brighton & Hove and Metrobus offer jobseekers discounted travel.

In East Sussex the standard statutory travel time restrictions apply to the English National Concessionary Travel Scheme for older and disabled people.

3.6.2 GROUP AND FAMILY FARES

Both Stagecoach and Brighton & Hove/Metrobus offer ticket products aimed at providing better value for family groups travelling together. These include Stagecoach's 'kids for a quid' offers an add on ticket for up to four children (aged 5-15) for £1 each for any adult bus ticket or concessionary pass. Brighton & Hove Buses offer a child fare of £1 during school holidays and after 6pm on schooldays (50p if accompanied by an adult) up to age 18, along with family networkSAVER tickets for up to 5 people (minimum 1 adult, maximum 2 adults) providing unlimited travel on their services for a day for £10 (£9 via their app).

3.6.3 YOUNGER PERSONS FARES

The situation in East Sussex with regard to young persons' fares is relatively straightforward. All operators offer half fare to under 16s, though Metrobus and Brighton & Hove Buse require 14 and

15 years to have an ID card for those students over the age of 16, various period discount schemes are available but there is no universal scheme and no discounts applicable to single or return cash payment journeys.

East Sussex County Council's long-standing Freedom ticket scheme offers under 19s unlimited weekly travel on any bus service in the County for £17.50. All operators have agreed to participate in this straight-forward unsubsidised scheme, with no revenue apportioning arrangement in place between operators. Young people pay on bus and the operator keeps the revenue.

3.6.4 MULTI-OPERATOR TICKETING

Integrated ticketing is available in East Sussex through the regional Discovery ticket scheme. Though this is limited to a one day ticket and only available to purchase on bus. is accepted on all East Sussex bus services, except the Eastbourne Sightseeing service. It costs £9 for Adult Discovery, £7.20 for Child Discovery (5-15) and £17.50 for Family Discovery (for 5 people with a minimum of 1 adult and a maximum of 2 adults).

Brighton & Hove Buses have worked with Compass Travel to ensure some ticket products can be used on both operator's services, and there is a Lewes ticket available on all operators services.

Metrobus and Brighton & Hove have joined with Southern's KeyGo initiative which consists of obtaining a Key Smartcard and then using it to tap in & out for rail fares with bus trips added at both ends of the journey, with the best fare being automatically calculated. It is available for add-on local urban bus journeys in Eastbourne and Lewes.

KeyGo is in addition to the availability of PlusBus, which allows local bus trip ad-ons at the end of a rail journey for major towns throughout England. In East Sussex these are Bexhill & Hastings PlusBus, Brighton & Hove PlusBus (including Seaford, Newhaven and Peacehaven), Eastbourne PlusBus, Lewes PlusBus (including Selmeston, Rodmell, Ringmer and South Chailey), Rye PlusBus (including Iden, Beckley Broad Oak, Winchelsea and Camber).

3.7 CUSTOMER SATISFACTION AND LOCAL ENGAGEMENT

3.7.1 NATIONAL HIGHWAYS AND TRANSPORT NETWORK SURVEY

National Highways and Transport Network (NHT) take surveys each year. Figure 3-22 below shows comparative results for the past two years concerning public transport across East Sussex. Across the County the survey identified a greater than 50% satisfaction rate across most public transport criteria, with only Public Transport Information below 50% satisfaction. Over the two years all relevant criteria saw a decrease in satisfaction except for Local Bus Services, which remained the same. This indicates that our BSIP needs to have an emphasis on improving passenger information both at bus stops themselves and ensuring information is easily available at a 'one-shop' facility.

Figure 3-22 NHT 2019/2020 Survey Comparison

Public Transport Theme	KBI 06 Local Bus Services	KBI 07 Local Bus Services
• 2020 57% • 2019 62% • **- 5%**	• 2020 60% • 2019 61% • **-1%**	• 2020 61% • 2019 61% • **=**

KBI 08 Public Transport Info	KBI 09 Taxi/Mini Cab Services	KBI 10 Community Transport
• 2020 44% • 2019 45% • **-1%**	• 2020 65% • 2019 67% • **-2%**	• 2020 57% • 2019 59% • **- 2%**

3.7.2 TRANSPORT FOCUS: BUS PASSENGER SURVEY - 2018

East Sussex bus services were last included in the Transport Focus survey in 2018. The headline results for East Sussex and England are shown in Figure 3-23 and Figure 3-24 . East Sussex achieved a result of 91% for overall satisfaction compared to the national score of 88% with value for money being the only criteria scoring lower than the national figure at 61% compared to 64%. This appears to indicate that our BSIP needs to address punctuality and journey time through a programme of bus priorities and also to address the view that bus fares represent poor value for money.

Figure 3-23 East Sussex Headline Results 2018- Satisfaction Scores

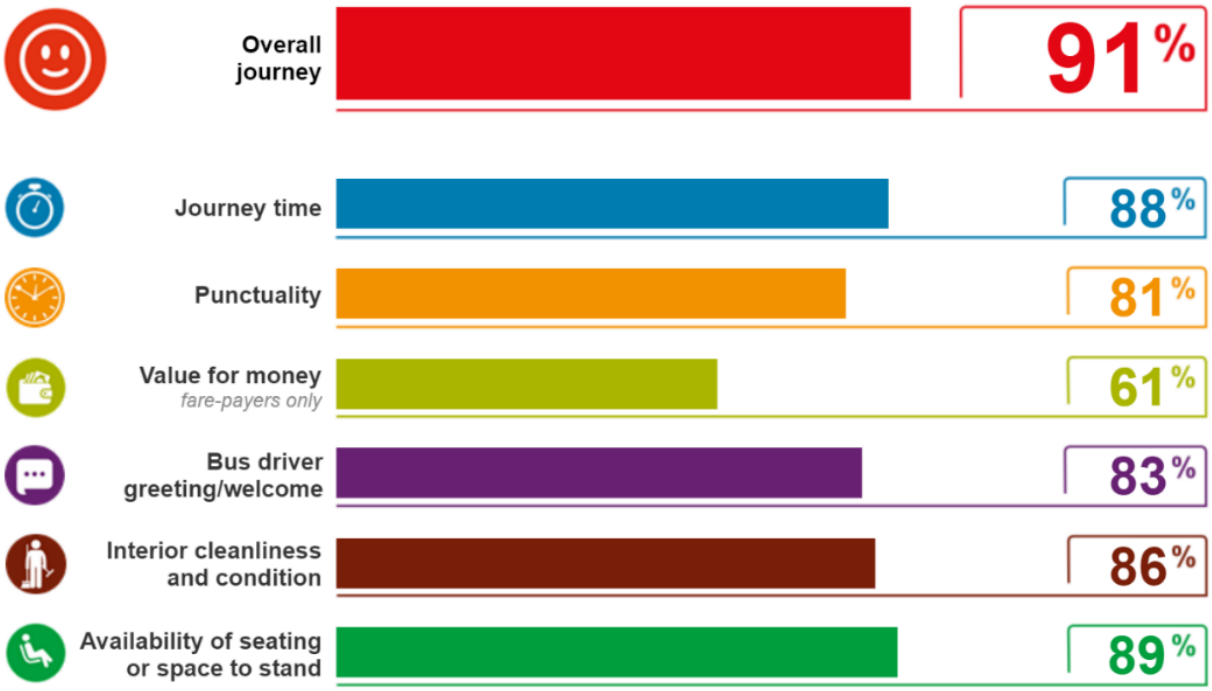
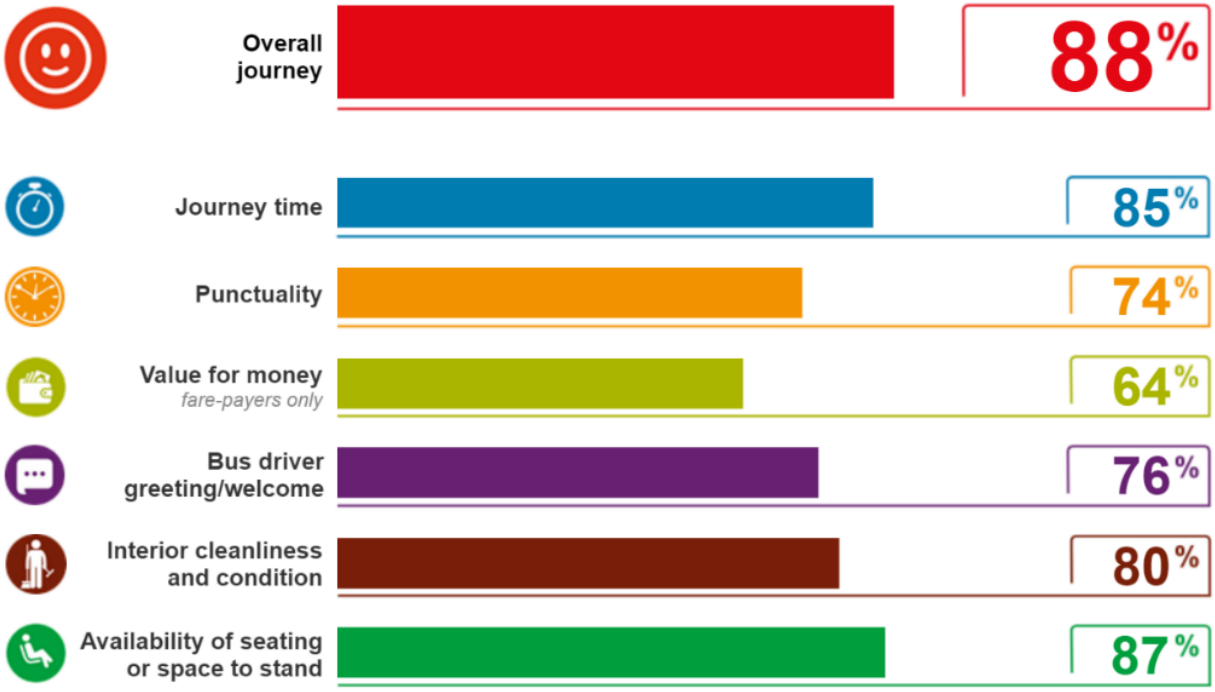


Figure 3-24 - England Headline Results 2018 – Satisfaction Scores



Amongst the more detailed results passengers scored the following areas at under 80% satisfaction:

- Waiting time
- Punctuality
- Value for money
- Bus stop – overall rating
- Bus stop – general condition – standard of maintenance
- Bus stop – free from graffiti/vandalism
- Bus stop – free from litter
- Information provided at the bus stop

Again, this indicates that attention needs to be given to the condition of bus stops, waiting facilities and the information provided.

3.7.3 EAST SUSSEX COUNTY COUNCIL BUS SERVICE IMPROVEMENT PLAN SURVEY

East Sussex County Council carried out a Bus Service Improvement Plan Survey between 17th August 2021 and 14 September 2021. 2016 responses were received. Of those responding to the consultation 46% currently use buses frequently and just under 6.5% are not currently using buses. In terms of which improvements people would most like to see (Question 7), the responses are shown below in Table 3-3. The full set of responses can be seen in .

General Conclusions from Survey

The answers to Question 7 indicate that more frequent services, including operating in evenings and on Sundays, is the highest priority by a significant margin of all those responding. In order to consider whether these priorities differ when those not using a concessionary pass are analysed, the results showed that the same first priority applied (more frequent services, including in evenings and on Sundays) as indeed is also the case regardless of age or how often bus services are used . Therefore, this will be reflected as a major priority in the BSIP.

The next highest priorities were better real time information and then more reliable, faster services, however when those holding a concessionary permit were removed from the results, the second highest priority was to have lower fares and the third priority was to have faster and more reliable services, helped by bus priority measures.

Conversely, when only those holding a concessionary permit were asked which improvements (if any) to bus travel they would like most to see introduced in East Sussex, whilst their first priority was more frequent services, including operating in evenings and on Sundays, their second priority was for more real time information (showing where my bus is, both while waiting and during my journey). Their third equal priority was as per those not holding a concessionary permit, that is to have faster and more reliable services, helped by bus priority measures, along with more direct services. Table 3-3 shows priorities by those with and those without concessionary passes, by age and by how frequently respondents use bus services.

Table 3-3 – Question 7 - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

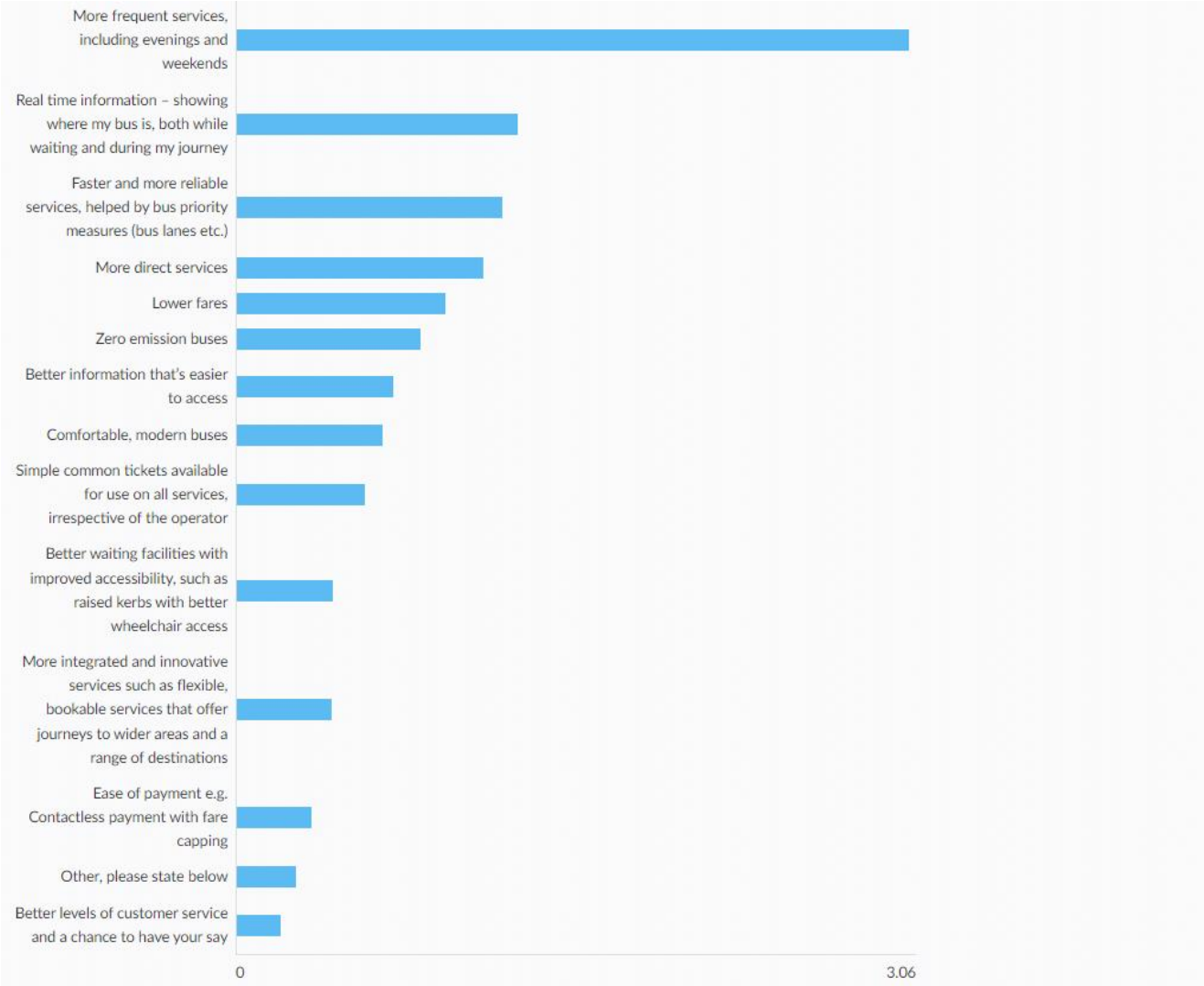
Type of Improvement	All*	No Concessionary Pass	Has Concessionary Pass	Age under 18 to 34	Age 35 - 64	Age 65+	User with no alternative	Frequently use bus	Sometimes use bus	Rarely use bus	Never use bus
More frequent services, including evenings and weekends	30.6%	18.0%	21.0%	19.0%	18.0%	20.0%	17.0%	20.0%	19.0%	18.0%	18.0%
Real time information – showing where my bus is, both while waiting and during my journey	12.8%	10.0%	14.0%	10.0%	10.0%	14.0%	10.0%	13.0%	12.0%	11.0%	9.0%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	12.1%	10.0%	10.0%	13.0%	10.0%	10.0%	7.0%	11.0%	9.0%	10.0%	8.0%
More direct services	11.2%	9.0%	10.0%	8.0%	9.0%	10.0%	10.0%	9.0%	10.0%	9.0%	10.0%
Lower fares	9.5%	12.0%	3.0%	13.0%	11.0%	3.0%	13.0%	7.0%	7.0%	9.0%	10.0%
Zero emission buses	8.4%	7.0%	7.0%	6.0%	7.0%	8.0%	6.0%	7.0%	7.0%	8.0%	8.0%

*The ‘All’ category contains first choice only options – all other categories count choices given at any level of importance

Conclusions from the answers to Question 7 are:

- All respondents overwhelmingly considered that the most important improvement priority would be more frequent services, including operating in evenings and weekends;
- Those who hold concessionary permits (i.e. the elderly and those with disabilities) considered that more real time information provision was their second priority;

Figure 3-25 - Question 7 - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?



Item	Ranking
More frequent services, including evenings and weekends	3.06
Real time information – showing where my bus is, both while waiting and during my journey	1.28
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	1.21
More direct services	1.12
Lower fares	0.95
Zero emission buses	0.84
Better information that's easier to access	0.71
Comfortable, modern buses	0.66
Simple common tickets available for use on all services, irrespective of the operator	0.58
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	0.44
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	0.43
Ease of payment e.g. Contactless payment with fare capping	0.34
Other, please state below	0.27
Better levels of customer service and a chance to have your say	0.20

- All those who do not hold concessionary permits regard lower fares as their second priority, apart than those aged from under 18 to 34, who regarded faster and more reliable services, helped by bus priority measures (bus lanes etc.) as of equal priority to more real time information; and
- All other respondents regarded faster and more reliable services, helped by bus priorities, as their third highest improvement priority.

Question 5 asked respondents, if they needed to get to somewhere, they do not normally visit and were using the bus, how would they find out details of what was available / planning their journey by bus. Taking all respondents, the greatest number would use the bus company's website (28.6%), followed by the bus operator's app (20.8%). Looking at the difference in response by age group, for under 18-year olds the preference is almost reversed with 27% using the bus company's app and 21% using the bus company's website. Unsurprisingly, for those aged 65 or over the highest source of information would be the bus company's website (28%) followed by the bus operator's app (14%) and timetable at the bus stop (12%). Table 3-4 below shows priorities by age.

Table 3-4 - Question 5 - If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?

Information Source	All*	Age under 18 to 34	Age 35 - 64	Age 65+
Bus Company website	28.6%	21.0%	27.0%	28.0%
Bus Operator's App	20.8%	27.0%	21.0%	14.0%
Google Maps	14.2%	23.0%	16.0%	9.0%
Timetable at Bus Stop	8.6%	10.0%	11.0%	12.0%
Traveline Website or App	7.0%	4.0%	8.0%	8.0%
Paper Timetable	5.2%	4.0%	4.0%	10.0%

*The 'All' category contains first choice only options – all other categories count choices given at any level of importance

Conclusions from question 5 are:

- The bus operator's website or app were the most common ways of deriving information with all age groups;
- There were a large proportion of those aged under 18 to 34 who relied on Google maps;
- Printed information and information at the bus stop were particularly useful for the elderly.

Question 6 asked respondents what (if anything) stops them from using the bus more or at all. Taking all responses, the highest number noted infrequent services as the biggest deterrent (22.1%), the second most common factor was that buses do not go to where they wish to go (15.1%) and the third was concern over reliability (10.5%). When considering those respondents who held concessionary permits, the responses were similar and in the same order, but when looking at those who did not have concessionary permits, unreliability dropped to fourth place and third place was taken by the cost of travel.

For those under the age of 18, bus travel being unreliable, and its cost were considered slightly more important than buses not going where they want to go. For those over 65, concerns over the need to change buses were considered to be almost as important as reliability. **Error! Reference source not found.** below shows priorities by those with and those without concessionary passes, by age and by how frequently respondents use bus services.

Table 3-5 - Question 6 - What (if anything) stops you from using the bus more/at all?

Reasons	All*	No Concessionary Pass	Has Concessionary Pass	Age under 18 to 34	Age 35 - 64	Age 65+	User with no alternative	Frequently use bus	Sometimes use bus	Rarely use bus	Never use bus
Infrequent	22.1%	18.0%	21.0%	18.0%	18.0%	21.0%	17.0%	20.0%	20.0%	19.0%	16.0%
Buses don't go where I want to	15.1%	13.0%	15.0%	13.0%	13.0%	14.0%	10.0%	14.0%	14.0%	12.0%	10.0%
Unreliable	10.5%	11.0%	11.0%	14.0%	11.0%	10.0%	13.0%	13.0%	10.0%	8.0%	7.0%
Cost	9.0%	14.0%	2.0%	14.0%	13.0%	3.0%	13.0%	9.0%	8.0%	10.0%	11.0%
Some journeys involve a change of bus	8.3%	8.0%	10.0%	8.0%	8.0%	9.0%	7.0%	10.0%	8.0%	7.0%	5.0%
Too slow	7.8%	9.0%	7.0%	11.0%	8.0%	7.0%	10.0%	7.0%	8.0%	9.0%	10.0%

*The 'All' category contains first choice only options – all other categories count choices given at any level of importance

Conclusions from question 6 are:

- Poor actual or perceived frequency of service was the primary reason for all respondents not using the bus more often;
- Buses not going where respondents wanted to go was the second highest reason for not using the bus more often;
- For those not entitled to free travel, cost of travel was an issue; and
- Young people were concerned over unreliability and cost of travel and more concerned about buses being too slow than other groups were.

From the responses received, there is a clear picture of the priorities that respondents have, in order for there to be an increase in the use of bus services:

1. **Frequencies need to be enhanced and evening and Sunday services improved;**
2. **Cost of travel is a concern, especially for young people**;
3. Faster and more reliable journeys are a priority;
4. Easily accessed information is important by a variety of methods, and increased real time passenger information is a priority;
5. Lack of services to desired destinations is a problem (probably more acute in rural areas); and
6. Elderly people need confidence of the ease of use if required to change buses.

Table 3-6 – Questions 8 & 9 - Suggestions for improvements to an existing bus service, or proposals for a new one or any other specific suggestions

Service No	Number of Responses	Requests - Main Themes	BSIP Response
14,14C	74	Regular hourly service between North Peacehaven and Newhaven	Service proposed
		Improved Frequency between Peacehaven and Brighton	Improvement proposed
		Improved reliability	Proposals for increased bus priority will aid reliability
100,101,102	58	Improved Frequency including introduction of evening service	New evening service proposed
		Extend beyond Rye to Camber or through to Dover	Proposal is to extend Service 100 to Camber
98,99	48	Reliability and improved frequency	Improvement proposed
28,29	47	Improved service north of Uckfield	Improvement proposed
123	39	Improved frequency including evenings and Sundays	Improvement proposed
		Afternoon journey from Lewes Priory School to Peacehaven	Not proposed as current policy is not to fund additional school buses to more distant schools
12,12A	33	Reliability and improved frequency	Proposals for increased bus priority will aid reliability
54	30	Improved frequency including evenings and Sundays	Improvement proposed
		Faster and more direct service between Uckfield and Eastbourne	This will be considered as part of the improved frequency
312,313	29	Improved frequency including evenings and Sundays	Improvement proposed
		Better co-ordination of service 313 with train times	This will be planned as part of the improved frequency
12X	24	More stopping points; less stopping points	No changes in stopping arrangements currently proposed
2	23	Improved frequency including evenings and Sundays	Improvement proposed

Service No	Number of Responses	Requests - Main Themes	BSIP Response
125	23	Improved frequency including evenings and Sundays	Improvement proposed through provision of DDRT, though not as an end to end route
127,128,129	21	Improved frequency including evenings and Sundays	Improvement proposed through provision of DDRT
		Use of smaller electric vehicles	DDRT would run with smaller vehicles Electric vehicle provision subject to cost and availability
Loop	20	Improved frequency including evenings and Sundays	Improvement proposed
231	19	Improved frequency including evenings and Sundays	Improvement proposed, including running as DDRT east of Heathfield
		Better co-ordination of with train times at Etchingham	This would be achieved through DDRT proposal
		Extension of service from Heathfield to Lewes/Brighton	There is expected to improved interchange provision at Uckfield for connections to Lewes/Brighton
5,5A	19	Improved frequency including evenings and Sundays	Improvement proposed
		Bus gate at Sovereign Harbour	This is proposed as part of the infrastructure improvement, subject to landowner permissions
254,304	18	Improved frequency including evenings and Sundays	Improvement proposed
51,252	18	Improved frequency including evenings and Sundays	Improvement proposed
28 in Hastings	17	Improved frequency including evenings and Sundays	Improvement proposed
248,249	17	Improved service for Buxted and Hadlow Down	This would be achieved through DDRT proposal
3,4	17	Improved frequency including evenings and Sundays	Improvement proposed, including running as DDRT north of Eastbourne town centre
121	16	Improved frequency including evenings and Sundays	Improvement proposed

Service No	Number of Responses	Requests - Main Themes	BSIP Response
31A,31C	15	Improved frequency including evenings and Sundays	Proposed to improve early morning service and introduce evenings and Sundays service
N12,N14	14	Re-introduction of these Night Bus Services	Re-introduced is proposed
20,21,21A,22,22A	14	Improved evenings and Sundays	Improvement proposed
95	13	Improved frequency including evenings and Sundays	Improvement proposed
166,167,168	11	Improved frequency including evenings and Sundays	This would be achieved through DDRT proposal
96,97	9	Improved frequency including evenings and Sundays	This would be achieved through DDRT proposal
145	9	Improved frequency including evenings and Sundays	This would be achieved through DDRT proposal
23	8	Improved frequency including evenings and Sundays	Improvement proposed, including running as DDRT east of Hastings town centre
122	7	Improved frequency including evenings and Sundays	This would be achieved through DDRT proposal

Most Frequent Service Suggestions:

15	Seaford to Lewes
10	Peacehaven to Lewes
7	Seaford to Eastbourne District General Hospital
6	Heathfield to Lewes/Brighton
4	Introduce service for Fairwarp
3	Services to various leisure attractions

In addition to the survey Stakeholder Engagement was also carried out with surveys being directly sent to:

- Members of Parliament representing East Sussex constituencies
- district, parish and town councils
- schools
- special interest groups
- residents' associations
- relevant council officers

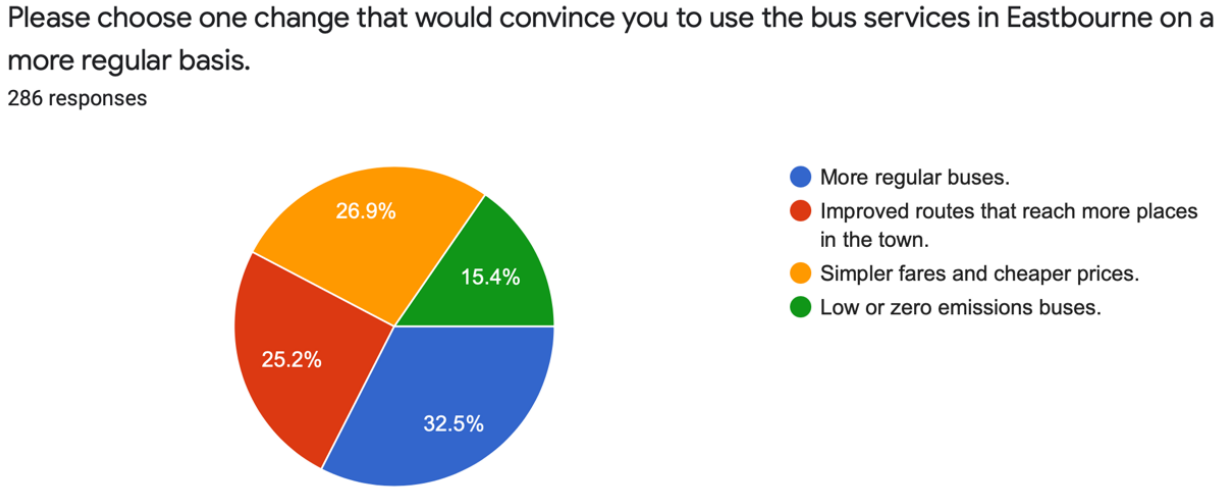
In total 252 invitations to participate were sent, of those responses were received from:

Table 3-7 - List of organisations that invitations to participate were sent and responded

ESCC Elected Members
Councillor Julia Hilton - Green Group Response
Councillor Wendy Maples
Councillor Rupert Simmons
Councillor John Ungar
Councillor Trevor Webb
MPs
Maria Caulfield MP, Member of Parliament for Lewes
Borough and District Councils
Councillor Christine Bayliss - Rother Labour Group
Councillor Ruby Cox - Hastings Borough Council
Wealden District Council
Parish and Town Councils
Battle Town Council
Heathfield and Waldron Parish Council
Herstmonceux Parish Council
Hurst Green Parish Council
Lewes Town Council
Ringmer Parish Council
Telscombe Town Council
Uckfield Town Council
Interest Groups and Organisations:
Bluebell Railway
Brighton Area Buswatch
Bus Users UK
Campaign for Better Transport
Cycle Lewes
Department of Work and Pensions
Eastbourne Access Group
Eastbourne ECO Action Network
Friends of Lewes
Hastings Alliance
Hastings Community Transport
Hastings and Rother Transport Action Group (HARTAG)
Hastings Sustainable Transport Forum
Peasmarsh Neighbourhood Development Plan
South Downs National Park Authority
Sustainable Transport for East Sussex
Transport Futures East Sussex
Schools:
Priory School
Tollgate School
Willingdon Community School

The Eastbourne ECO Action Network produced an initial view of a survey undertaken by them regarding the change that would persuade people to use bus services more regularly, with the results shown in Figure 3-26 below.

Figure 3-26 – Eastbourne ECO Action Network – Most Wanted Change



3.8 EXISTING AND PLANNED INFRASTRUCTURE/BUS PRIORITIES

Faster and more reliable services helped by bus priority measures was the third most requested improvement in the survey undertaken to explore East Sussex residents' views on what they would most like to be introduced.

Slower buses also impacts on fares as more buses and drivers may be needed to maintain the same timetable frequency. More attractive and predictable journey times compared to using a car will also increase patronage.

Bus priority projects in East Sussex have already demonstrated their benefits. For example, the A259 bus lane has seen the journey time from Peacehaven to Brighton reduced from 40 mins to just 27 mins, a 67% increase in patronage and now 48% of the people using that road in the morning peak are on the bus, taking up just 2% of the road space. Bus operators regard more bus priority measures as absolutely critical in their efforts to improve the reliability of their services and the highest priority they would like to see in this BSIP.

An improvement scheme for the A259/A2290 Lottbridge Drove roundabout has been developed for which Major Road Network (MRN) funding is currently being sought.

A study for the A259 MRN corridor between Brighton and Eastbourne is currently in progress which will introduce measures (including further bus priority) to address worsening congestion and pinch points, particularly within Peacehaven, Saltdean, Newhaven, Seaford and Eastbourne. This has the potential to support the roll out of a Bus Rapid Transit 'BRT' system on the corridor, helping to deliver new homes in Newhaven and Peacehaven in particular.

Figure 3-27 A259 Bus Lane

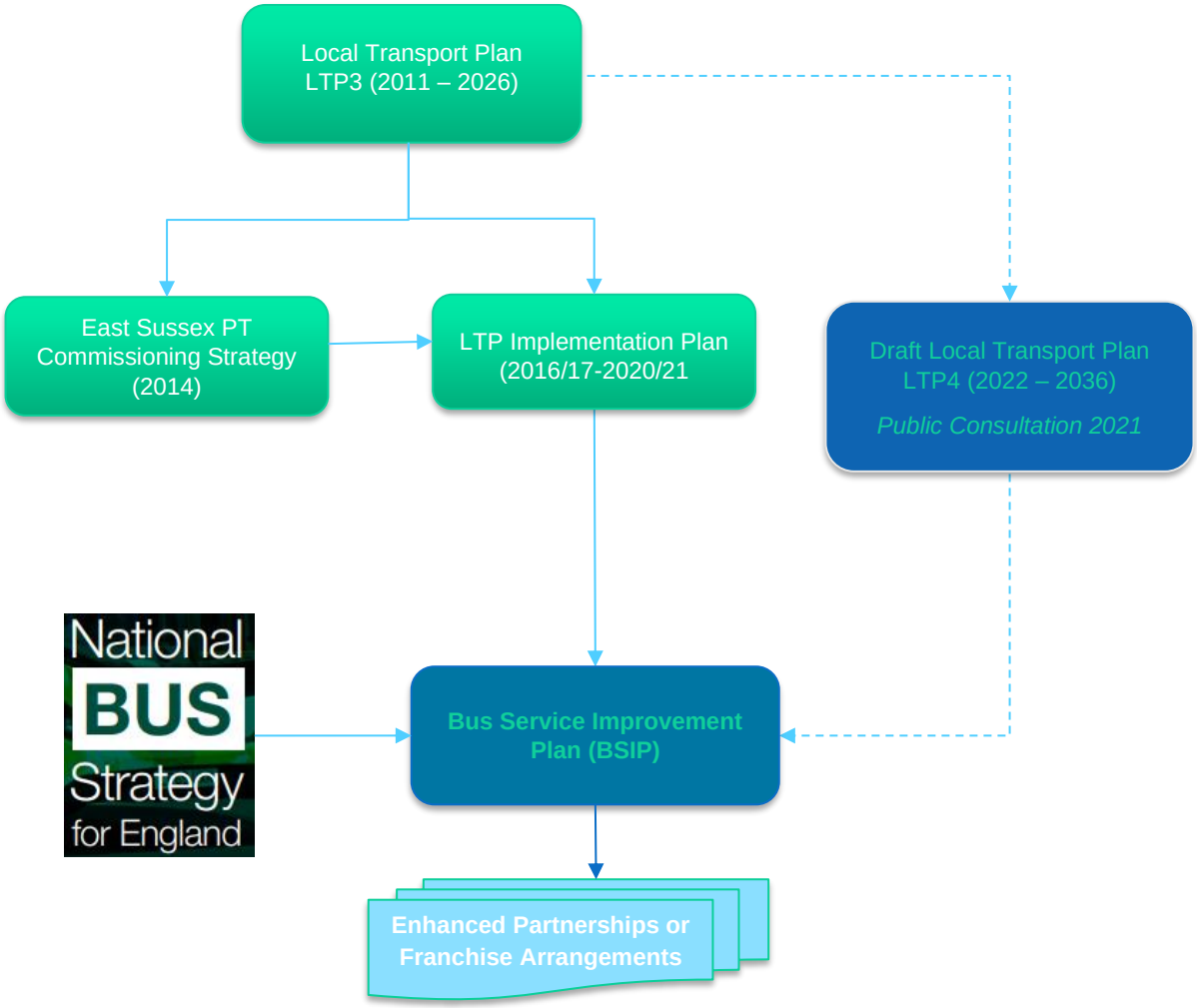


3.9 SUPPORTING POLICY

This section of the report assesses the broader transport policy and strategy context relating to Bus Service Improvement Plans (BSIP) and the consequent creation of Enhanced Partnerships or Franchise Arrangements. At its core, the BSIP is the formal strategy documentation required for each Local Transport Authority (LTA) to meet the Government's National Bus Strategy; Bus Back Better. The diagram presented below in

The figure below illustrates the policy and strategy framework which the BSIP supports.

Figure 3-28 BSIP Policy and Strategy Framework



3.10 NATIONAL POLICY AND STRATEGY CONTEXT

3.10.1 NATIONAL PLANNING POLICY FRAMEWORK (2019)

The revised National Planning Policy Framework (NPPF) was published on 24 July 2018 and was updated on 19 February 2019. This sets out the Government's planning policies for England and how these are expected to be applied.

At the heart of the NPPF is a presumption in favour of sustainable development which includes "*three overarching objectives, which are interdependent and need to be pursued in mutually supportive ways (so that opportunities can be taken to secure net gains across each of the different objectives)*". These are; an economic objective; a social objective; and an environmental objective.

Chapter 12 addresses the aim of promoting sustainable transport, with paragraph 102 setting out the core principles such as the identification of opportunities to promote walking, cycling and public transport use. Furthermore, the environmental impacts of traffic and transport infrastructure should be identified, assessed and taken into account by local authorities and developers – including appropriate opportunities for avoiding and mitigating any adverse effects, and for net environmental gains.

3.10.2 NATIONAL BUS STRATEGY (2021) – BUS BACK BETTER

The National Bus Strategy was published on 15 March 2021 by the Department for Transport (DfT). The document outlines the framework for use of the £3bn of funding promised by the government in 2020 to improve and enhance bus service provision in England. The strategy outlines the requirement for local authorities to have developed either Enhanced Partnerships or franchising arrangements with bus operators by April 2022. These arrangements are the fundamental framework for continued bus operation in England's local authority areas and will be supported by BSIPs which detail how the arrangements, and their inherent powers, will be used to improve local bus services. BSIPs must be published by October 2021.

The strategy identifies a focus on service improvement through multiple objectives and opportunities. Objectives to increase bus usage and provide greater reliability of service, especially in the evening are a constant thread. Dedicated funding opportunities toward bus priority infrastructure, zero emission buses, and intermodal bus connectivity are proposed.

The strategy also responds to the rapid decline of bus patronage during the Covid-19 pandemic. The COVID-19 Bus Services Support Grant (CBSSG) continues to provide LAs with a discretionary funding stream to improve or sustain bus services in the immediate situation.

Following the strategy, the government published the National Bus Strategy: Bus Service Improvement Plans; Guidance to local authorities and bus operators (May 2021), which provided the first advice on the production and development of BSIPs.

3.10.3 TRANSPORT ACT 1985

Proposals to deregulate local bus services were published in 1984 in the white paper "Buses" and a subsequent series of more detailed consultation papers. They were brought into effect by the Transport Act 1985. This abolished road service licensing in Great Britain (though not in London) from October 1986. It removed the duties of local authorities to co-ordinate public passenger transport in their area and empowered them to subsidise public passenger transport services only on condition that they went out to open tender.

Under the act, individual bus operators are responsible for the timetable, with the introduction of new services dependent on the operator's opinion of its commercial viability. There is no requirement in the Transport Act 1985 or its regulations for the commercial bus operator to consult before making changes to the timetable and the position of bus stops. The criteria for registration did not include any reference to public demand or to existing services and objections could no longer be made by other operators or local authorities.

Passenger Transport Executives (PTEs) and county councils were given powers to secure, using subsidy, socially necessary services which were not provided by the commercial market. Controls over these services in terms of fare levels, type of bus and so on, could be maintained. Operators had the right to participate in concessionary fare schemes and the Passenger Transport Authority had powers to compel participation in the schemes. Operators were to be reimbursed for the net financial loss incurred by participating in the scheme.

3.10.4 TRANSPORT ACT 2000 AND LOCAL TRANSPORT ACT 2008

These documents have the common aim to strengthen the working relationship between bus operators and local authorities in order to improve services provided to passengers. Following the Transport Act 1985, concerns were raised from local authorities on how the act restricted measures to successfully integrate buses as part of wider transport policy objectives.

The Transport Act 2000 allowed councils to work more closely with bus operators, legislating for 'Quality Partnership' schemes whereby the local authority would deliver improved infrastructure

(e.g., bus lanes, bus shelters) in return for operators adhering to set 'standards of services'. The 2008 Local Transport Act expanded their scope by allowing for frequencies, timings and maximum fares to be included where there were no admissible objections from relevant bus operators.

3.10.5 BUS SERVICES ACT (2017)

The recently enacted Bus Services Act 2017 retains and modifies some of the existing relationships between operators and local authorities outlined in the Transport Act 2000 and Local Transport Act 2008. It also adds others. The recent act was long-awaited by the bus industry, mainly due to the powers it gives local authorities to franchise bus services in specific conditions.

DfT guidance[1] for local authorities to complement the Bus Services Act 2017 covers providing inclusive services, improving environmental outcomes, maximising social value, improving the safety of bus services, tackling congestion and meeting the needs of rural communities. The guidance includes general suggestions and recommendations to make improvements in these aspects of bus service delivery.

The guidance refers to other legislation that local authorities should have regard for when procuring and specifying bus services, including:

- Equality Act 2010; and
- Public Services (Social Value) Act 2012.

The guidance makes several references to and suggestions for the application of DRT. It notes that DRT can be a way of increasing journeys by providing a more flexible and responsive public transport solution. Community transport operators are highlighted as being particularly suitable to run DRT services. The guidance suggests deploying publicly funded DRT services to transport passengers from isolated villages to bus stops and transport hubs where they can connect to commercial bus services and complete their journeys, which keeps costs down both for the DRT service and the commercial bus operator. On community transport, the guidance recommends that local authorities consider how best to encourage and integrate community transport services into the wider public transport network. It should be noted that non-commercial community transport services are not covered by the franchising powers of the Act.

Taking a 'Total Transport' approach in rural areas is recommended by the guidance to bring together various public sector transport services such as patient transport, social care services, education transport, community transport and subsidised bus services to pool resources and reduce duplication of resources. This follows a trial of the concept in different areas of England in 2015 which involved the creation of a 'one-stop shop' for transport services and information.

3.11 REGIONAL POLICY AND STRATEGY CONTEXT

3.11.1 TRANSPORT STRATEGY FOR THE SOUTH EAST (JUNE 2020)

Transport for the South East's "Transport Strategy for the South East" (July 2020) sets out an ambitious Vision for the area in 2050:
"By 2050, the South East of England will be a leading global region for net-zero carbon, sustainable economic growth where integrated transport, digital and energy networks have delivered a step change in connectivity and environmental quality. A high-quality, reliable, safe and accessible transport network will offer seamless door-to-door journeys enabling our businesses to compete and trade more effectively in the global marketplace and giving our residents and visitors the highest quality of life."

This is supported by three Strategic Goals, aligned to the pillars of sustainability:

- **Economy:** improve productivity and attract investment to grow our economy and better compete in the global marketplace.
- **Society:** improve health, safety, wellbeing, quality of life, and access to opportunities for everyone.
- **Environment:** protect and enhance the South East's unique natural and historic environment.

The Transport Strategy for the South East includes a commitment to meet the Government's target of achieving net zero carbon emissions by 2050. To achieve this and the wider 2050 vision, the strategy identifies the need to make better use of the existing infrastructure, to reduce the need to travel through increased investment in digital and other technology and to provide alternative ways for people to go about their business through increased investment in public transport and active travel.

The East Sussex BSIP will support the delivery of TfSE's Transport Strategy through significant improvements in the bus offer available to residents and visitors.

3.11.2 SOUTH EAST LEP

The South East LEP's Economic Strategy Statement 'Smarter, Faster, Together' (October 2018), was developed to respond to the Government's Industrial Strategy, which outlining the Government's future vision for economic growth at the time. The three key objectives of the strategy statement are:

- Together sets out the assessment of the opportunities and challenges that SE LEP face, and their ambitions for future of the economy and the priorities on which SE LEP will focus to achieve them;
- 'Work 'smarter' – translating SE LEP'S impressive jobs and business growth into a long-term increase in prosperity; and
- Move 'faster' – towards the delivery of the housing and infrastructure that the SELEP area needs, and to ensure the efficient connectivity that will underpin productivity gain.

The BSIP will help the Strategy Statement's 'move faster' objective in terms of supporting housing delivery and efficient connectivity by buses between settlements in the county to support the economy as well as reduce carbon emissions.

3.12 LOCAL POLICY AND STRATEGY CONTEXT

3.12.1 EAST SUSSEX LTP3 (2011-2026)

The East Sussex Local Transport Plan sets out the County Council's vision and objectives, and the strategy for the next 15 years to 2026 for investing in the county's transport infrastructure in order to maintain highways and bridges/structures, deliver integrated and major transport schemes and improve road safety.

The Council's vision for transport is to make East Sussex a prosperous county by:

- Helping businesses to thrive;
- Delivering better access to jobs and services; and
- Creating safer, healthier, more sustainable and inclusive communities.

This vision is being delivered through a series of high-level objectives:

- Improve economic competitiveness and growth;
- Improve safety, health and security;

- Tackle climate change;
- Improve accessibility and enhance social inclusion; and
- Improve quality of life.

The LTP Strategy, adopted in 2011, identifies that bus services play an important role in the economic vitality of East Sussex and the social wellbeing of its residents, thereby supporting all of the high-level objections. The Strategy highlights the focus is on making bus travel an attractive and realistic alternative to the private car, providing sustainable access to services, local facilities and employment opportunities for all residents and deliver increased bus usage, and this would be achieved through investment in bus infrastructure, delivering bus service enhancements and better information for existing and potential bus users.

A review of our LTP will commence in the next 12 months and the BSIP will be included as part of the LTP Strategy.

3.12.2 LOCAL TRANSPORT PLAN IMPLEMENTATION PLAN 2016-17 - 2020-21

The Local Transport Plan is supported by a series of five-year Implementation Plans which sets out the potential schemes and initiatives that will be implemented to deliver the overall LTP Strategy and transport approaches for specific geographically areas of the county. The most recent Implementation Plan covered the period 2015/16 to 2020/21.

The transport approaches for the specific geographies identified in the Implementation Plan outline potential public transport infrastructure measures and initiatives for development and delivery. However, that delivery is dependent on the level of funding that is available either through the County Council's own funding, external funding secured from Government and the Local Enterprise Partnerships, and development contributions (S106 and Community Infrastructure Levy).

A number of bus infrastructure improvements have been identified and delivered through the Implementation Plan process. Further bus infrastructure improvements for development and delivery, which support the LTP objectives and accord with the spatial transport approaches set out in the LTP, have been identified under each of the area-based implementation plans. These schemes will continue to develop and have been reflected in the proposed bus infrastructure improvements set out in section 5.6.1.

3.12.3 EAST SUSSEX PUBLIC TRANSPORT COMMISSIONING STRATEGY (2014)

The Commissioning Strategy dating from 2014 was driven by a requirement to reduce expenditure on bus services but in such a way as to minimise the impact on users. In so doing, it establishes a vision and a set of priorities for the way limited funding on revenue supported bus services is allocated. The vision determined is:

'To ensure the integrated bus network in East Sussex is sustainable and meets the needs of our residents.' ('sustainable' is not defined and it is assumed this refers to financial sustainability rather than environmental sustainability)

The Strategy is intended to ensure that ESCC continues looking for partnership opportunities to develop and grow the commercial bus network that currently delivers bus services to around 80% of passengers in East Sussex. It was forecast that this will increase to 85% in 2015 due to operators taking on more supported services commercially. At the same time the strategy was intended to ensure that the bus services that are financially supported meet the needs identified as part of the strategic commissioning process. To achieve this, the following priorities were determined:

- **Priority 1** – Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college. (whether there is a preference for closed door services if at a

lower cost, or by existing local bus service, which may or may not be more cost effective, but would help to financially protect the service, is not entirely clear):

- **Priority 2** – Enable residents to get to work at key centres during peak times. Key centres in East Sussex are Battle, Bexhill, Crowborough, Eastbourne, Hailsham, Hastings, Heathfield, Langney, Lewes, Newhaven, Peacehaven, Rye, Seaford, St Leonards and Uckfield. Key centres outside the county are Ashford, Brighton, Burgess Hill, Crawley, East Grinstead, Haywards Heath and Tunbridge Wells.
- **Priority 3** – Enable residents to access essential services during the day on a minimum of two days per week. This includes access to healthy affordable food, healthcare appointments, banks and hairdressers.
- **Priority 4** – Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college.

3.12.4 OVERALL ASSESSMENT OF PT COMMISSIONING STRATEGY

The Commissioning Strategy met an urgent need to address the use of financial resources in the face of reduced funding to the County Council from Government. It involved a substantial amount of research and consultation and successfully met its objectives in reducing expenditure, persuading bus operators to take on board services previously regarded as unprofitable and minimising the adverse impact on users. However, it is not in line with the Government's 'Bus Back Better' strategy and has been superseded by the strategy and proposed programme in this BSIP.

East Sussex Local Cycling and Walking Infrastructure Plan (2021)

The East Sussex's Local Cycling and Walking Infrastructure Plan (LCWIP) was adopted in September 2021. It establishes an ambitious proposed network of preferred cycling and walking routes and measures in specific areas of the County. The East Sussex LCWIP focusses on the coastal strip and larger market towns, where there is the greatest propensity to increase levels of cycling and walking, with the greatest priority on the coastal strip.

The routes within each of the geographical areas were identified by working in partnership with Sustrans, who were appointed to undertake site assessments on the Council's behalf, the local district and borough councils as well as engagement with local cycling, walking and access groups. The LCWIP will be a 'live document' and will need to be regularly reviewed and updated.

It is recognised that the walking element of the LCWIP is important to the first mile, last mile element of people's journey by public transport, and as the walking element of the LCWIP evolves further emphasis will be placed on improving pedestrian linkages to bus stops and mobility hubs.

3.13 NETWORK BARRIERS AND OPPORTUNITIES

An analysis of the statistical evidence and the results of the various surveys indicate that one of the primary problems is that the bus network in East Sussex is largely used by those who have no other transport alternative. Usage of the bus network has dropped significantly over the past few years and the percentage of passengers who are concessionary and do not have to pay fares is very high.

Consequently, it can also be deduced that the following factors are the most significant network barriers:

- Buses are too infrequent and there is a general lack of evening and Sunday services;
- There is uncertainty as to how to access easy to understand information about services and fares;

- Fares themselves are not considered to represent value for money, although this may be a result of people being unaware of the variety of discounted fare offers made by operators; and
- Waiting conditions are poor and very unattractive.

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HEADLINE TARGETS

4 HEADLINE TARGETS

4.1 KEY TARGETS

Our targets are in line with those that have been set out on the Bus Back Better and BSIP guidance and can be found in the Table 4-1 and Table 8-2.

Table 4-1 - Key Targets

Targets	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022	2022 / 2023	Target for 2024 / 2025	Description of how each will be measured (max 50 words)
Journey time		Base		-2%	-3%	-5%	An overall journey time reduction on key journeys – see table C3 – based in timetabled journey times
Journey time at specified points on the network **See Headline Targets and Appendix D** for further details	-	-	-	-	80%	95%	of weekday bus trips to fall within 105% of the average interpeak journey time; and.
	-	-	-	-	80%	95%	of Saturday and Sunday bus trips to fall within 105% of the average daily journey time
Punctuality	-	74%	79%	-	85%	95%	To implement bus priority measures that will improve reliability and achieve a minimum of 95% punctuality
Reliability	-	99.02 %	-	98.03 %	99.25 %	99.5%	To reduce the number of lost miles / scheduled bus miles that are not operated – please see table C4 for more details.
Passenger numbers		Base	-	To Pre Covid Levels	+5%	+15%	To considerably improve bus services, fares and ticketing and passenger information to achieve a step change in passenger numbers
For passengers numbers see							
Average passenger satisfaction	91%	-	-	92%	93%	95%	To considerably improve bus services, fares and ticketing and passenger information to achieve a step change in passenger satisfaction

4.2 ACCESSIBILITY TARGETS

Extensive accessibility analysis has been undertaken as part of this BSIP. We have modelled the baseline bus network (October 2019) and the BSIP Proposed Enhanced Bus Network (PEBN) at various times of the day and week:

- Weekday, Saturday & Sunday days at the following time periods AM peak, PM peak, interpeak and evening.

The analysis has allowed us to visually see the effects of the PEBN

Time constraints have meant that we have not fully completed the analysis and have some important caveats on the results we are presenting in this appendix.

The most notable caveat is that at this time we have not been able to model the effect of proposed DRT services that are a key part of our bus network enhancements. The following results and presentations should therefore be viewed with this in mind.

This has meant that a good deal of our proposed enhancements to the bus network have not been captured in our analysis and in some cases has resulted in a slight negative change to accessibility where some conventional services have been proposed to change to flexible services.

We are working with our accessibility analysis software supplier to include DRT services in future accessibility analysis.

On the back of our accessibility analysis work we are proposing to develop a set of accessibility targets and Key Performance Indicators (KPIs).

Below is a list of our proposed KPIs

% of population with access to a **X** bus service

- daily
- a 2 hourly or better
- an hourly or better
- a half hourly or better

All of the above for AM peak, PM Peak, evening, Saturday and Sunday

% of population within **X** minutes of a town centre –

- 30 minutes
- 60 minutes
- 90 minutes

All of the above for Weekday, Saturday & Sunday days at the following time periods AM peak, PM peak, interpeak and evening AM peak, PM Peak, Interpeak, evening, Saturday and Sunday

- % of population with access to a DDRT service that provides
    - 80% fulfilment within 1 hour of requested departure time – weekdays daytime
    - 70% fulfilment within 1 hour of requested departure time – weekends and evenings

Additional targets are being developed and are likely to be along the lines of:

- 90% of the population who don't have access to a 2 hourly or better bus service having access to a DDRT service for **weekday**
- 75% of the population who don't have access to a 2 hourly or better bus service having access to a DDRT service in the evening

- 60% of the population who don't have access to a 2 hourly or better bus service having access to a DDRT service on a Saturday
- 50% of the population who don't have access to a 2 hourly or better bus service having access to a DDRT service on a Sunday

We will be developing our accessibility analysis to enable us to define our accessibility targets and KPIs. Please see Appendix F for further details on the accessibility analysis we have undertaken to date for our BSIP preparation.

4.3 BUS JOURNEY TIMES AND IMPROVEMENT TARGETS

Weekday and Saturday bus journey time data has been supplied by Brighton & Hove and Stagecoach South East for locations where timing delays have been reported. APPENDIX D illustrates the actual bus journey times recorded for each trip throughout the day for selected locations, together with the average trip journey time. The data indicates that the periods of greatest delay on weekdays do not always correlate with the traditional AM and PM peaks. For some locations, taller weekday peaks can occur during the interpeak period (assumed as 09:30 to 14:30), a profile closer to that recorded for Saturday journey times.

Headline targets for 2024/25 are for:

- **95% of weekday bus trips to fall within 105% of the average interpeak journey time; and.**
- **95% of Saturday and Sunday bus trips to fall within 105% of the average daily journey time.**

The above target maxima are illustrated on the journey time graphs in APPENDIX D. These targets will be refined as wider data analysis takes place and as development of specific infrastructure improvement proposals proceeds.

(Specific targets are still being determined – the target categories are listed in the 'Our Targets' section in the Summary.)

4.4 BUS JOURNEY TIMES AND IMPROVEMENT TARGETS

Figure 4-1 A259 Corridor (Peacehaven – Newhaven) – 12 - Eastbound - Weekday

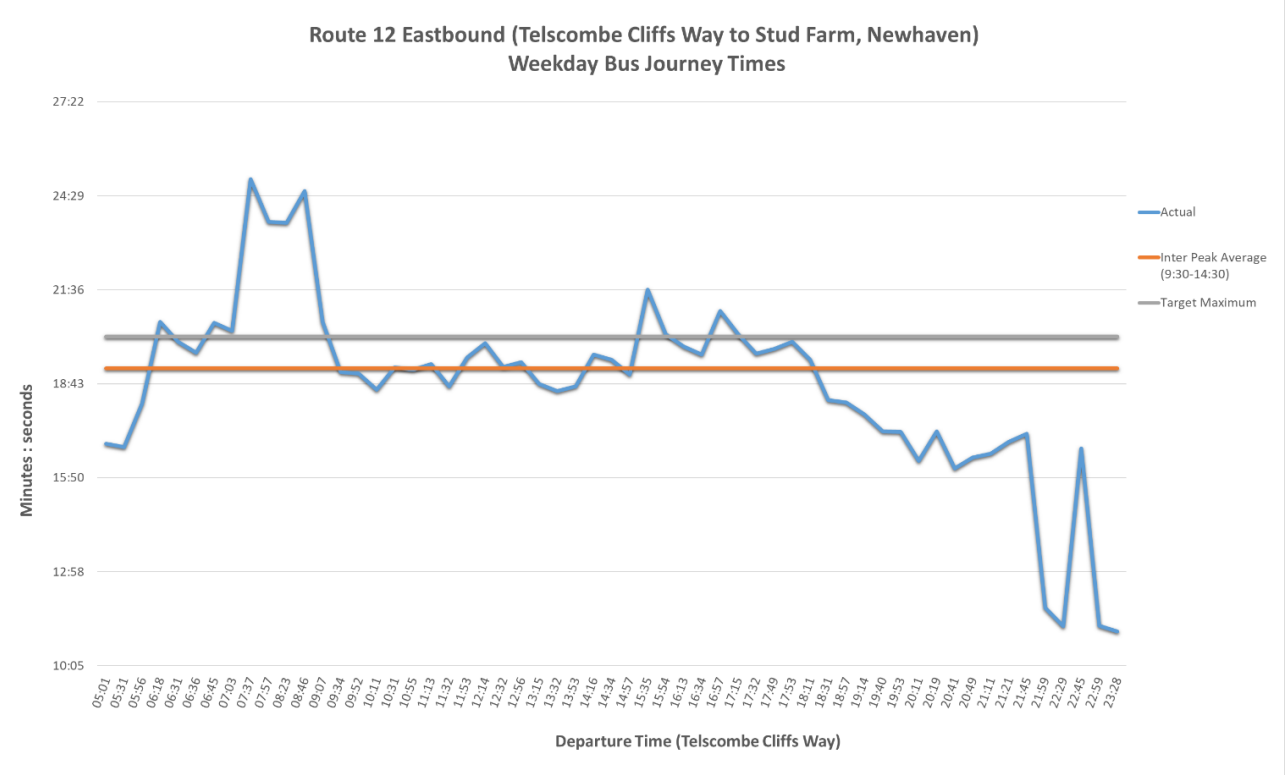


Figure 4-2 A259 Corridor (Peacehaven – Newhaven) – 12 - Westbound - Weekday

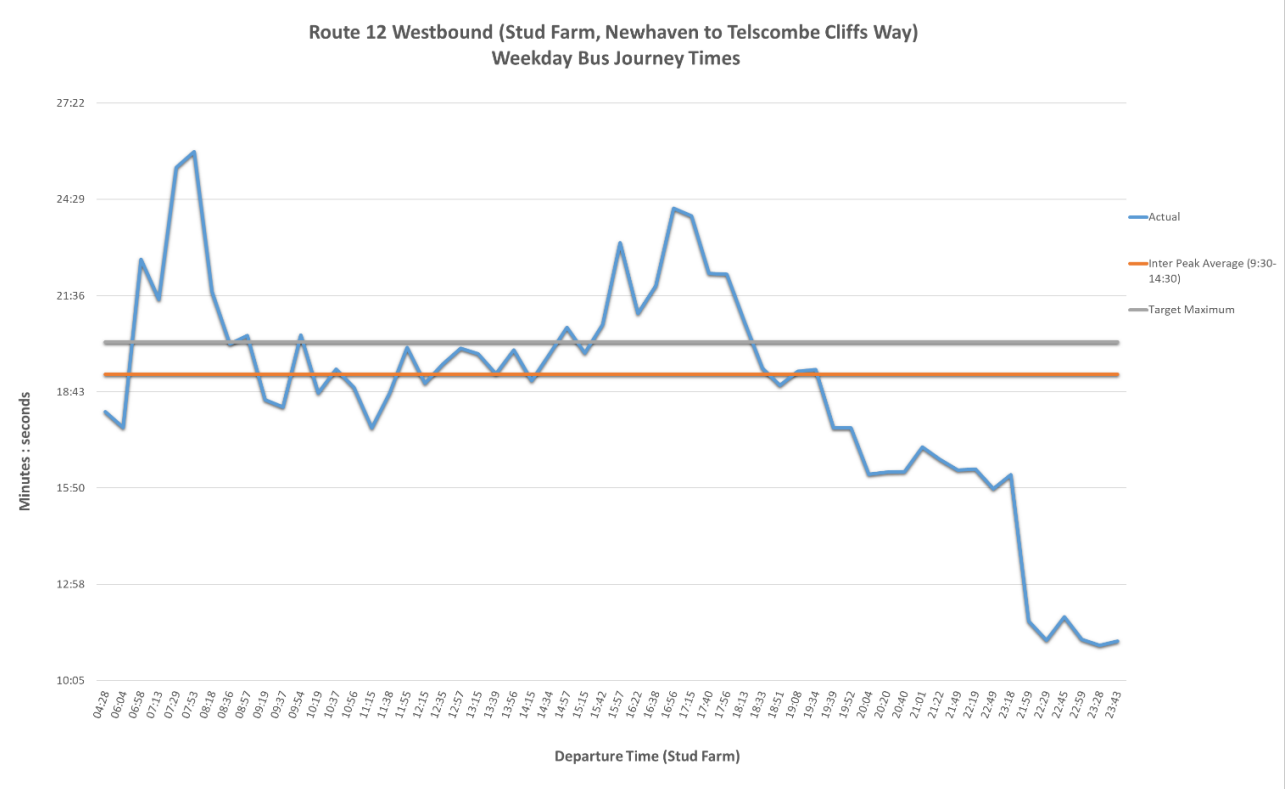


Figure 4-3 A259 Corridor (Peacehaven – Newhaven) – 12 - Eastbound - Sunday

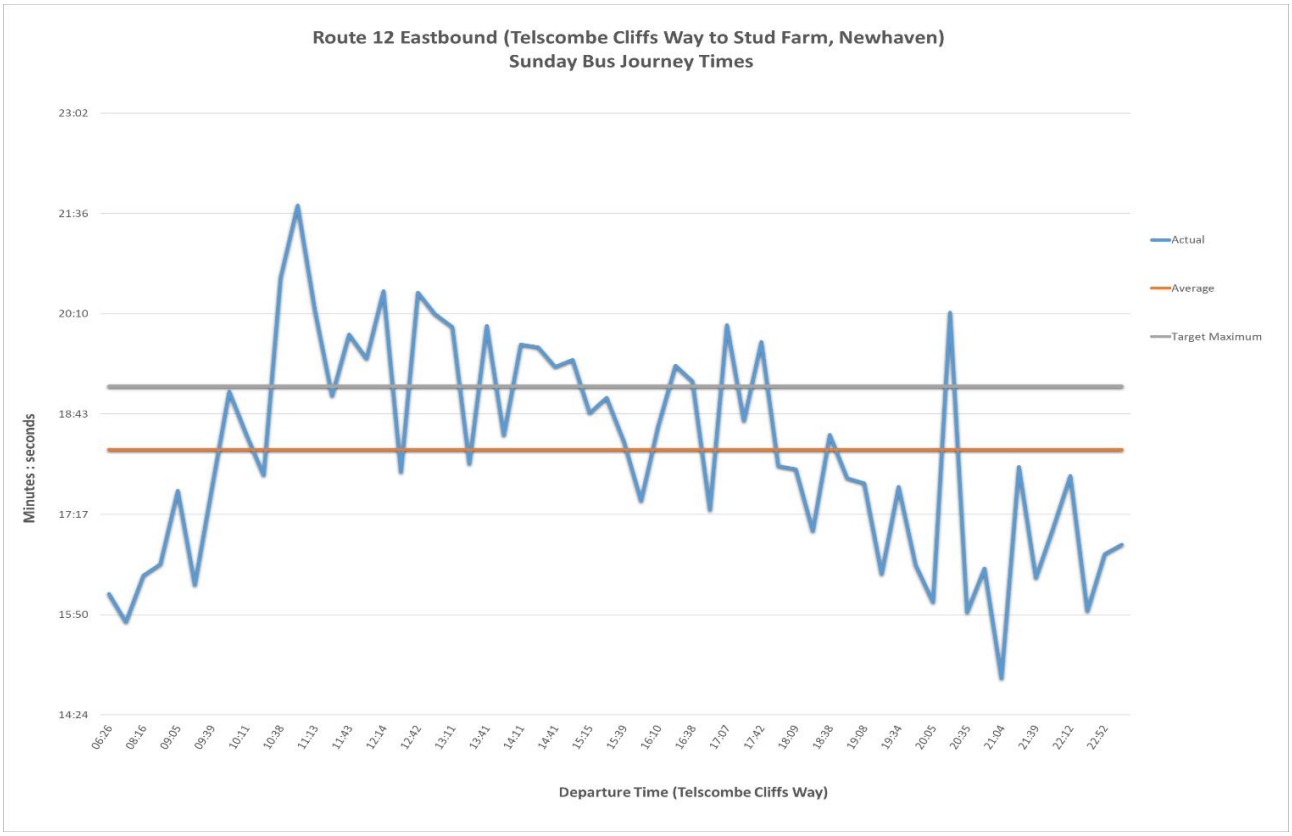


Figure 4-4 A259 Corridor (Peacehaven – Newhaven) – 12 - Westbound - Sunday

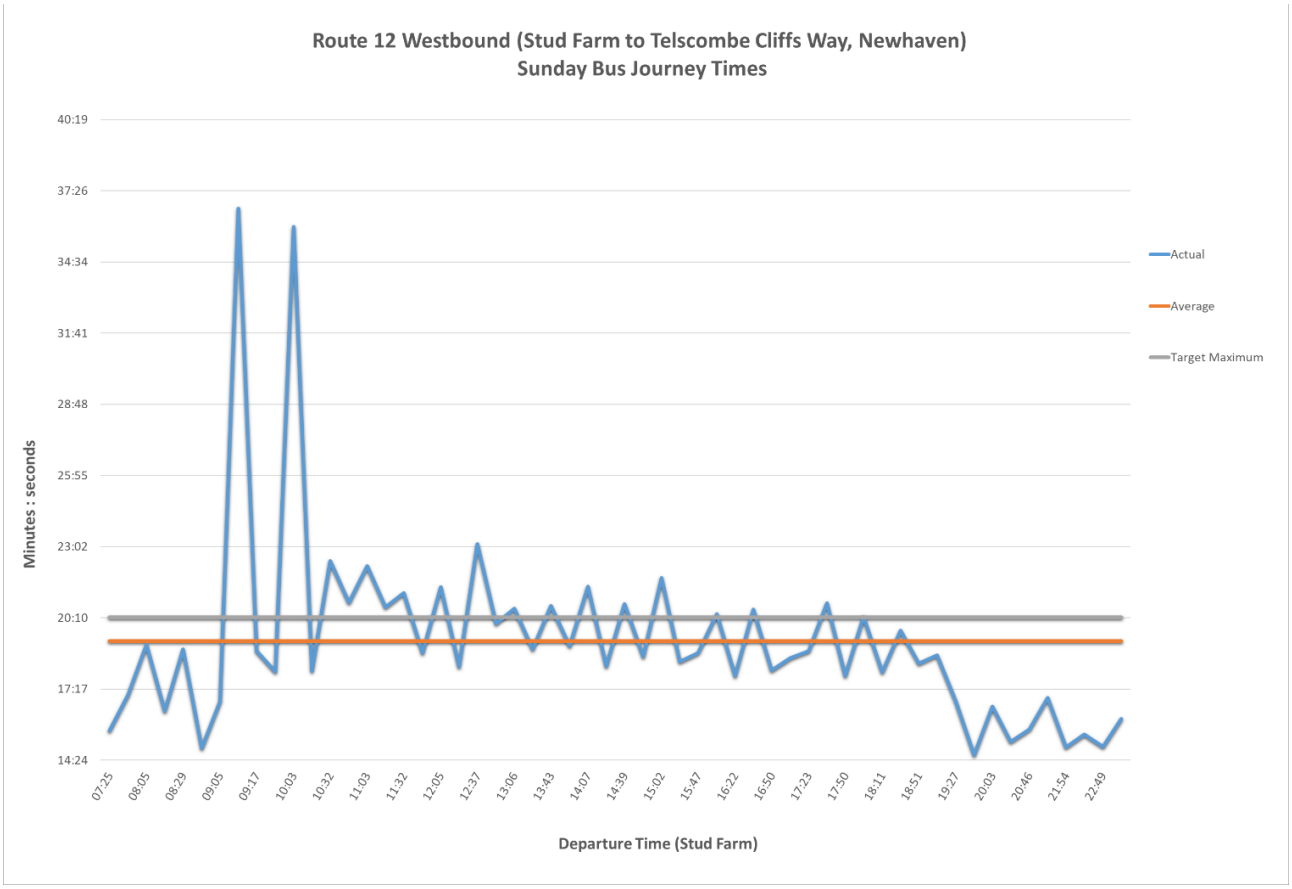


Figure 4-5 A259 Corridor (Peacehaven – Newhaven) – 12A - Eastbound - Weekday

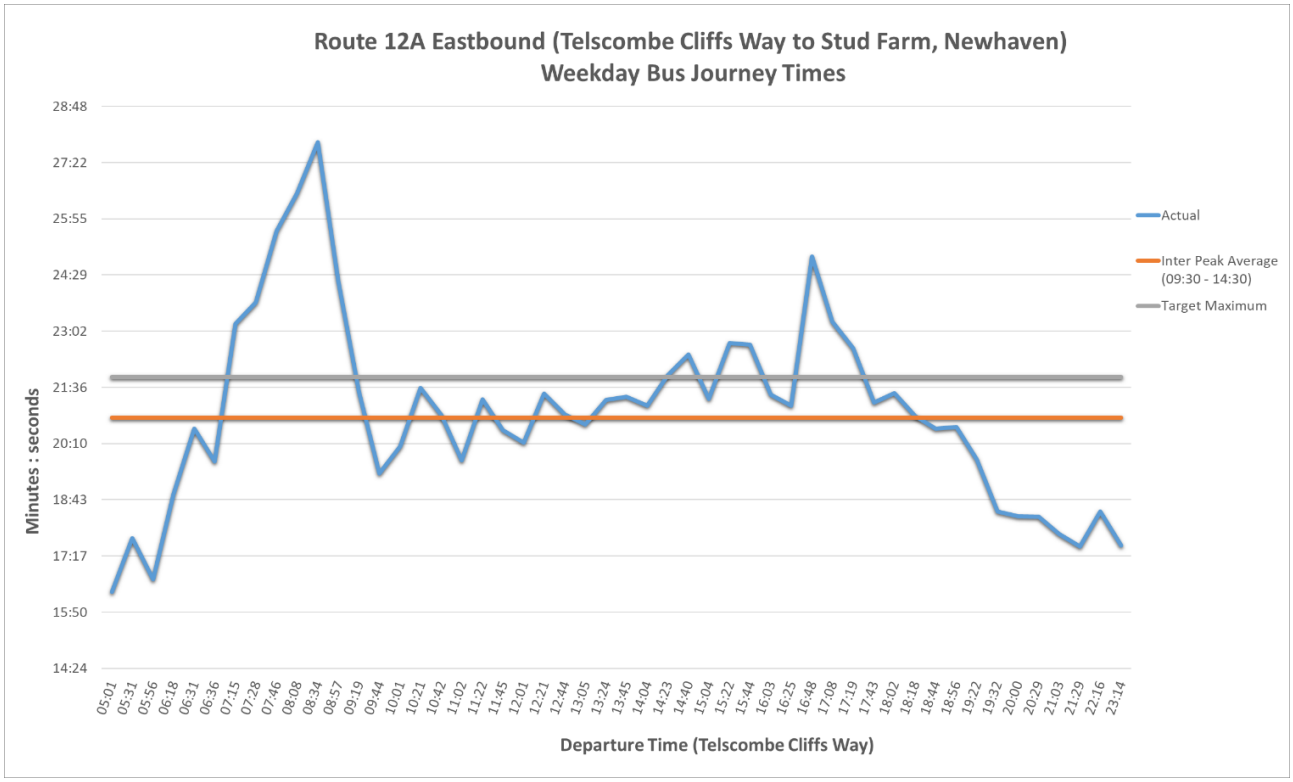


Figure 4-6 A259 Corridor (Peacehaven – Newhaven) – 12A - Westbound - Weekday

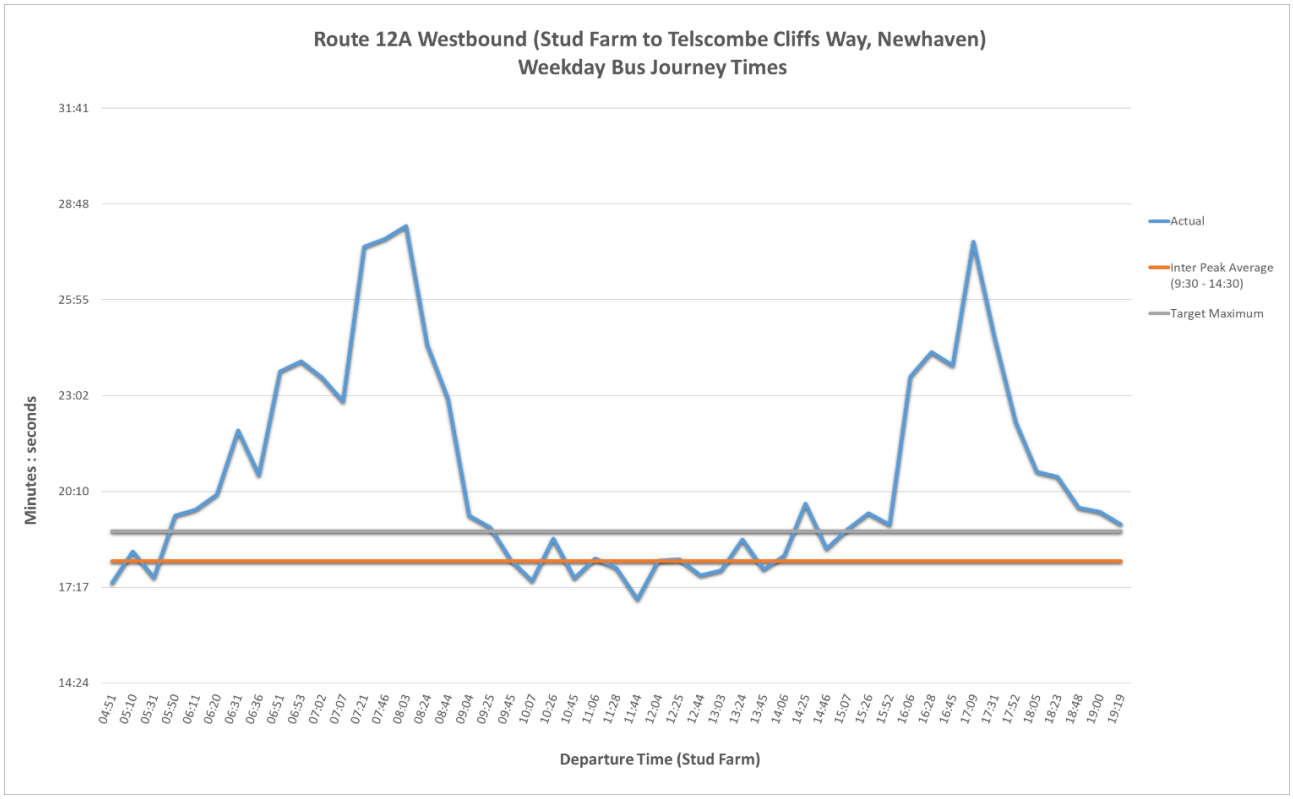


Figure 4-7 Eastbourne – Hailsham Corridor

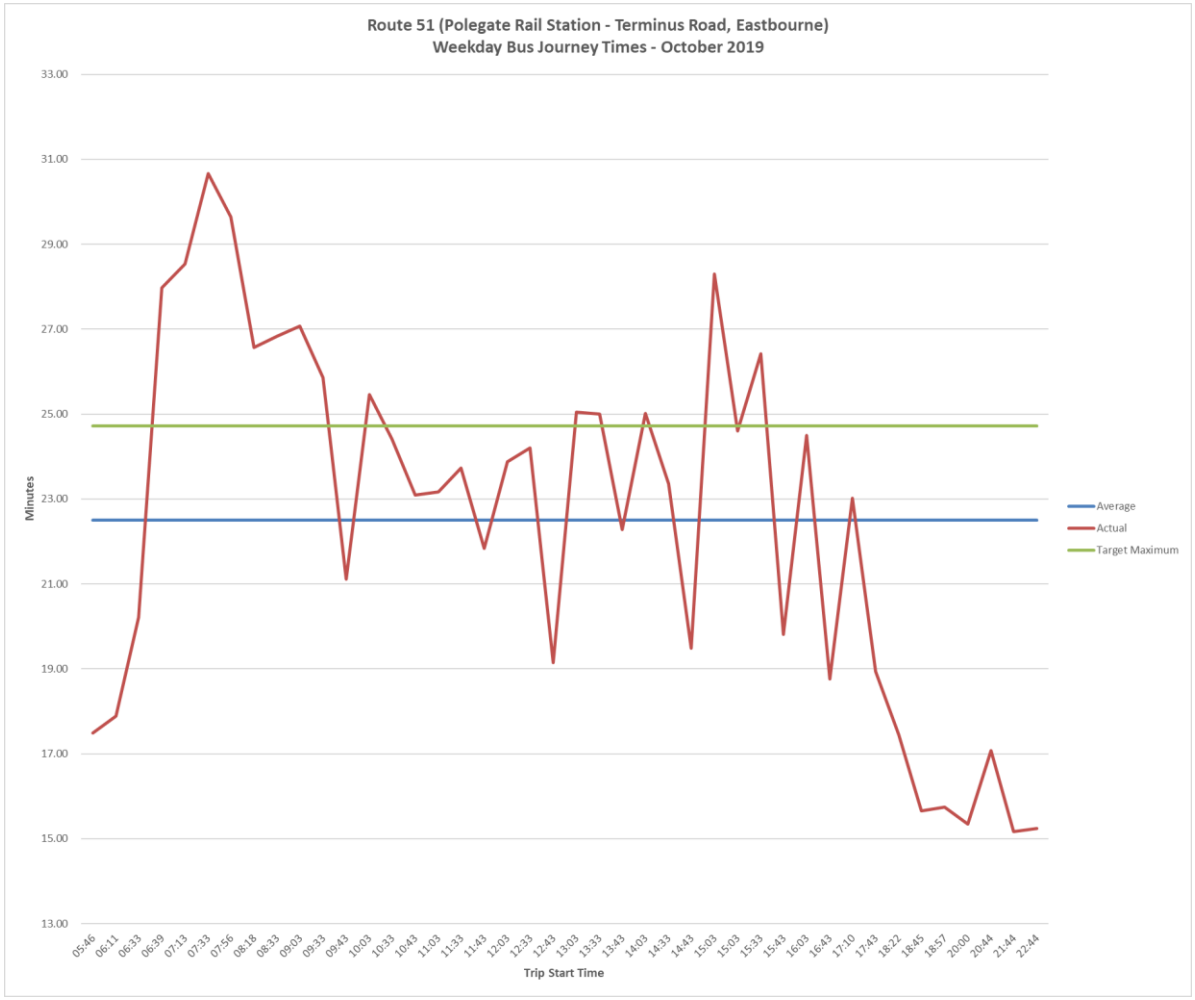


Figure 4-8 Eastbourne – Hailsham Corridor

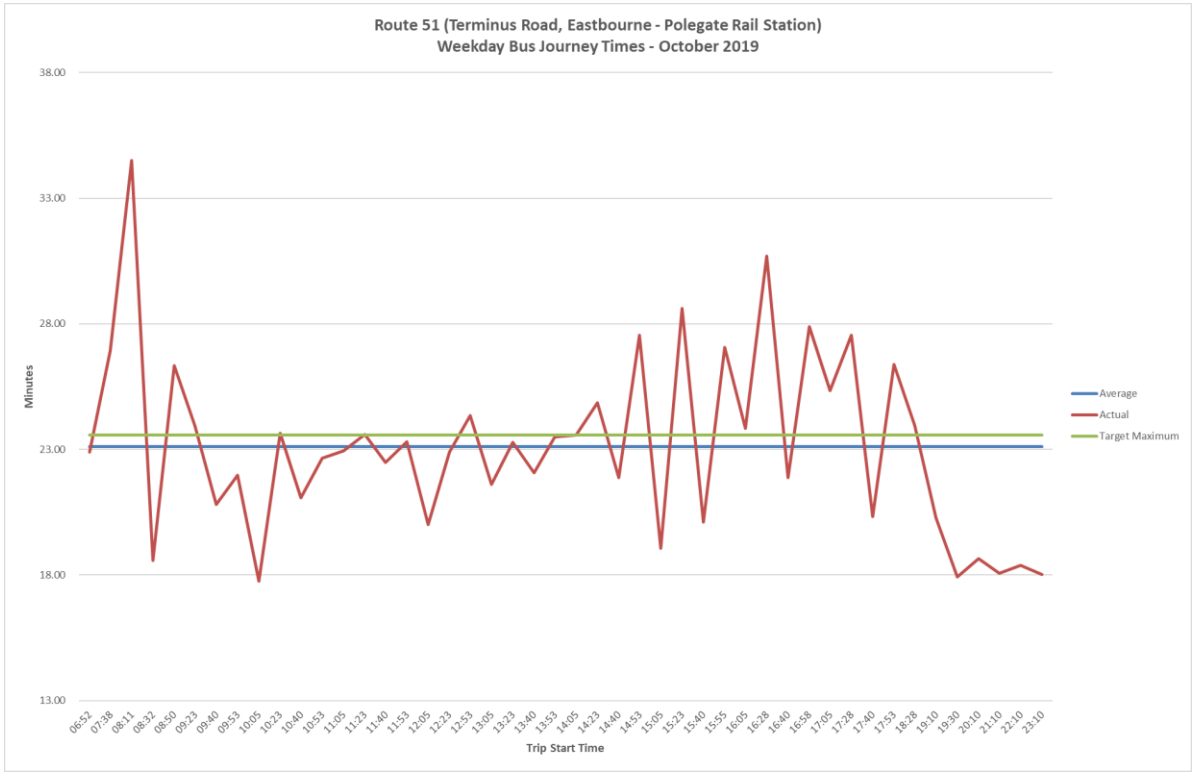


Figure 4-9 Eastbourne – Hailsham Corridor

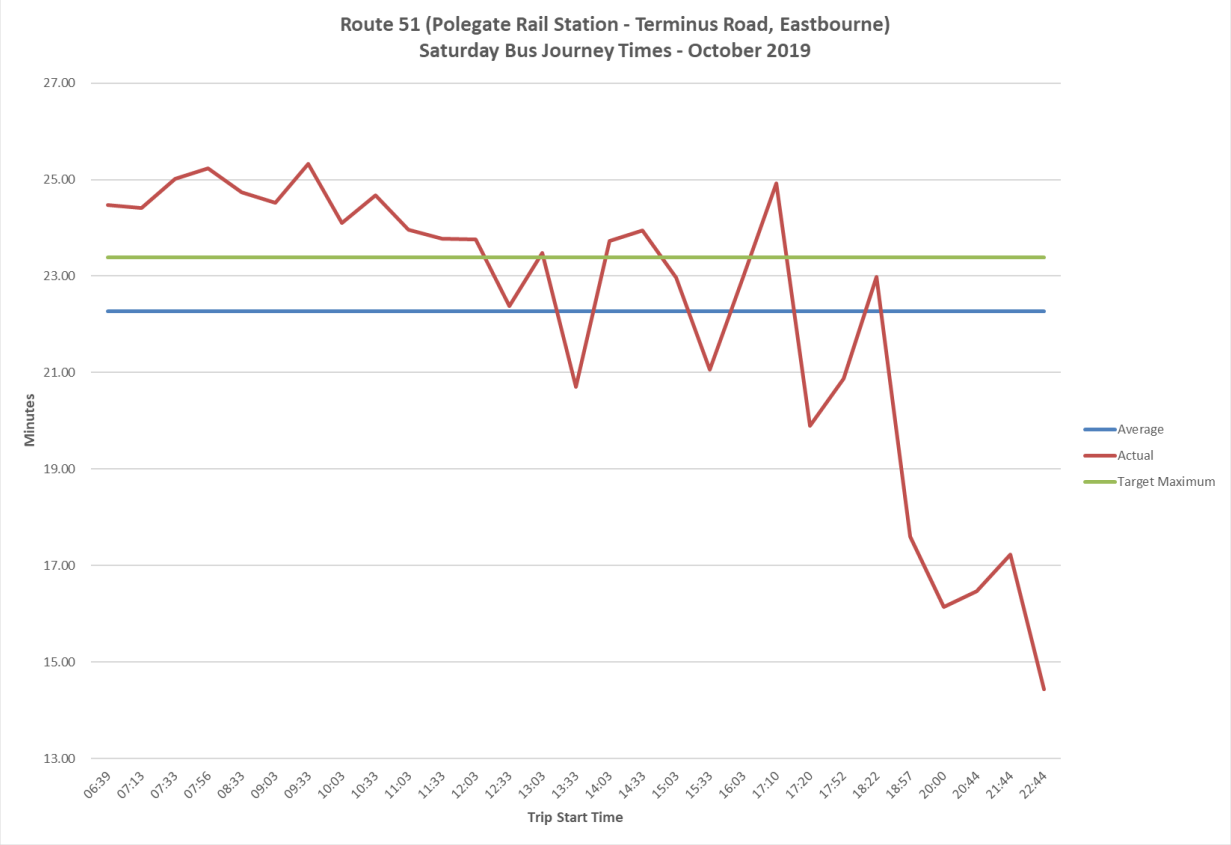
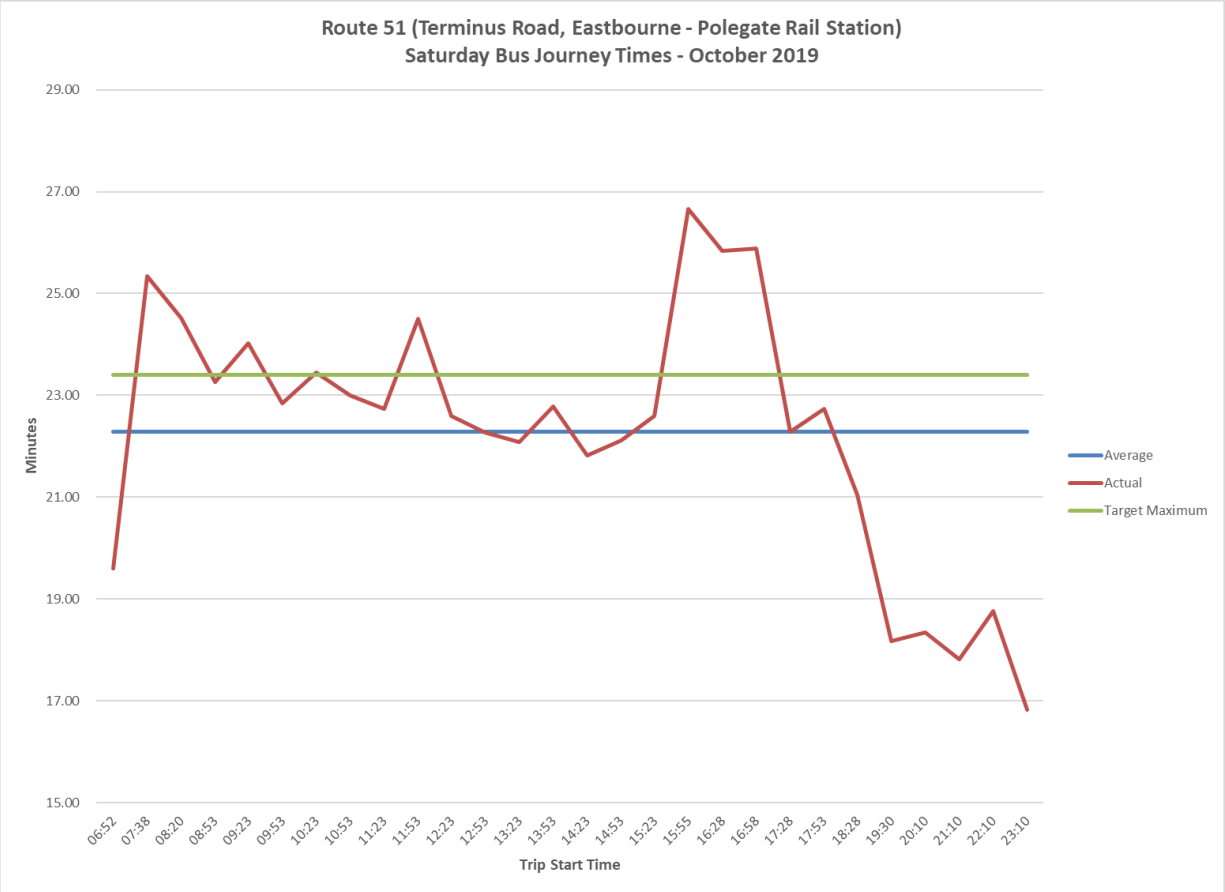


Figure 4-10 Eastbourne – Hailsham Corridor



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DELIVERING THE BSIP

5 DELIVERING THE BSIP

5.1 APPROACH TO METHODOLOGY

Our overarching strategy is highly ambitious and bold and will result in a real step change to the accessibility and ready availability of bus services to both existing and potential passengers in East Sussex. Not only will urban areas benefit from better daytime frequencies and improved services in the evening and on Sundays, towns and urban settlements will enjoy far better connectivity and the introduction of large scale DDRT will address one of the most serious transport problems facing rural communities.

In considering our overarching strategy to improving bus services in East Sussex, we have divided the timeline as follows:

- First year of programme (2022/23) – a series of initiatives to restore as far as practicable the level of service and passenger usage experienced prior to the Covid-19 pandemic.
- We will also use this period to ascertain the long-term implications of the pandemic in terms of changes in demand caused by such factors as any reduction in journeys to offices, increases in off-peak travel and factors resulting from economic recovery which change travel patterns. This analysis will be undertaken in close co-operation with bus operators through a mutual consideration of travel data.
- For future periods of the BSIP (2023-2027), we will apply a set of criteria designed to result in a significant improvement in bus services provided and a consequential increase in usage reversing the trends of the last 5-6 years.

Achieving our strategy outcomes will require us to continue to invest locally, through contributions from Section 106 development funding, Community Infrastructure Levy opportunities, investment from bus operators and working together to secure funding from other sources too.

The Council will also need significant additional funding from central government to supplement our existing expenditure on supporting local bus services, investing in infrastructure and assisting community transport schemes. Without such funding, our ability to introduce new routes or services is very limited. To undertake the changes to achieve our strategy, we have identified key high-density corridors, other major connecting corridors, urban service areas and a rural strategy covering the remaining areas of the County.

Due to the rural nature of East Sussex, it will be inevitable that a core of service provision will require ongoing funding, particularly to ensure our commitment to improved access on 7 days a week including evenings.

Though, in the longer term, our bus operators envisage many of the proposed bus service improvements will be commercially viable. Where this is so, it is indicated in the summary proposals in Sections 5.2 and 5.3 (though it should be noted it is likely to be beyond a 3 year timescale). Where operational savings will be realised through bus priority measures, the bus operators have shown commitment to re-invest these savings into service enhancements.

5.2 INTENSIVE SERVICES AND INVESTMENTS IN KEY CORRIDORS

5.2.1 EASTBOURNE-SEAFORD-NEWHAVEN-PEACEHAVEN-BRIGHTON

In East Sussex, this is the corridor with the highest frequency of service. It is primarily operated by Brighton & Hove ‘Coaster’ 12/12A/12X, supplemented by the same operator’s services 14/14C

between Brighton and Newhaven. Between Eastbourne and Brighton, there is a 6 buses per hour service albeit with slight variations in routing. Services are provided on seven days a week including evening services. With the reintroduction of the N12 night bus and the seasonal 11X, which takes a different route between Newhaven and Eastbourne, this corridor would have an excellent level of service justifying consideration for conversion to Bus Rapid Transit (BRT). This is particularly the case given the major new housing developments along this corridor and it would also assist in the economic renewal of Newhaven, which has Town Fund status.

We propose to reintroduce an hourly Monday to Saturday daytime service between North Peacehaven and Newhaven, potentially through extending Brighton City service 23 in partnership with Brighton & Hove City Council LTA.

Our proposals include further investment in bus priority, together with the introduction of new mobility hubs in Newhaven and Seaford. The local bus networks in these towns will be improved through reconfiguration to DDRT and fully integrated with Brighton & Hove's services, including new evening and Sunday provision.

5.2.2 BRIGHTON-LEWES-RINGMER-UCKFIELD-CROWBOROUGH-TUNBRIDGE WELLS

The inter-urban corridor in East Sussex with the next highest frequency bus service is that between Brighton and Lewes also operated by Brighton & Hove as services 28/29 with 6 buses per hour.

We propose to double the Monday to Saturday daytime frequency of buses on this corridor north of Lewes, to up to 4 buses an hour to Uckfield and up to 2 buses an hour to Crowborough.

We will work with the Planning Authorities to ensure appropriate bus passenger facilities are retained in Lewes and take forward our plans to improve Uckfield bus station. In Crowborough we proposed a new mobility hub.

The local Lewes, Uckfield and Crowborough town bus networks will be improved, with all but one service reconfigured to DDRT. They will all be fully integrated with Brighton & Hove's services, and Stagecoach's too in Uckfield, and will include new evening and Sunday provision.

Bus priority measures are proposed on this corridor too, though due to the lack of road-space these will primarily be by way of traffic light priority.

5.2.3 HAILSHAM-POLEGATE-EASTBOURNE

The County Council's Hailsham, Polegate and Eastbourne Movement and Access Corridor (HPEMAC) is a strategic priority to support housing and commercial developments in the area with a particular focus on sustainable transport improvements for buses, cyclists and pedestrians. Stagecoach's 4 buses per hour on this corridor (routes 51, 54 and 98) face significant delays, which will be addressed in phases of new bus priority provision. Construction of Phase 1 of this bus priority scheme is expected to commence in 2022/23. Phase 2 is subject to available funding.



However, there is an immediate need to increase bus frequencies to a more attractive level to assist in achieving necessary modal shift. The BSIP proposes an increase to 6 buses an hour accompanied by evening and Sunday improvement too.

Through this BSIP, it is also proposed to provide a new mobility hub in the vicinity of the north Hailsham development, which would be served by relatively minor re-routing of buses. The significantly improved bus frequencies would thereby offer new interchange opportunities through the north Hailsham Hub including:

- Hailsham town centre-Polegate rail station-Eastbourne: 6 buses per hour (currently 4 per hour)
- Langney shopping Centre-Eastbourne: 4 per hour (currently 2 per hour)
- Horam-Heathfield-Mayfield-Tunbridge Wells: 2 buses per hour (unchanged)
- Lewes and onward connections to/from Brighton: 2 buses per hour (currently 2 hourly)
- Uckfield: 2 buses an hour (currently hourly)
- Bexhill and onward connections to/from Hastings: 2 buses per hour (currently hourly)

Evening and Sunday frequencies on these corridors would also be significantly improved. There would be 4 per hour to Eastbourne via Hailsham town centre and Polegate (currently up to 2 per hour); 2 per hour to Eastbourne via Langney (currently no evening provision with only an hourly Sunday daytime service); hourly to Tunbridge Wells (currently no evening service with only a 2 hourly Sunday daytime service); plus hourly each on routes to Lewes, Uckfield and Bexhill (all of which have no evening or Sunday service.

5.2.4 HELLINGLY ROEBUCK PARK-HAILSHAM-LANGNEY-EASTBOURNE

Stagecoach's route 1X currently provides an important link between relatively new housing developments north of Hailsham and Eastbourne, running via Hailsham town centre and on to Eastbourne via Stone Cross (also an area of recent development), Langney shopping centre and Seaside. This route also has the potential to service significant new housing development off Ersham Road in south Hailsham.

Route 1X currently runs half-hourly, Monday to Saturday daytime only. It is proposed to double its daytime frequency to every 15 minutes, as well as introducing a new half-hourly evening and

Sunday service. In combination with the improved Hailsham-Polegate-Eastbourne, this will provide a total of 10 buses an hour between Hailsham town centre and Eastbourne (current 6 buses an hour).

This route will also benefit from new bus priority measures proposed for the Eastbourne Seaside A259 corridor, for which funding is also sought.

5.2.5 EASTBOURNE-BEXHILL-HASTINGS

Stagecoach's 'Wave' routes 99 current 20 minute daytime service from Eastbourne is supplemented from Bexhill by their route 98, thereby providing 5 buses an hour on their common section of route between Glyne Gap and Hastings. The first phase of bus lanes were introduced over this common section in 2018, with a third phase due for construction in 2022/23.

The route 98 daytime frequency is expected to be upgraded to 20 minutes through North Bexhill development contributions, where the service will also be re-routed to serve the new housing by way of a new bus gate. In conjunction with route 99, the two service will then provide combined Monday to Saturday daytime frequency of 6 buses an hour between Bexhill and Hastings.

As part of wider proposals, the current route of service 98 west of Sidley will be split. One service will run between Hastings, Glyne Gap, Pebsham, Worsham Park, Bexhill and Sidley. The other (re-numbered service) is expected to run between Bexhill, Bexhill Enterprise Park, Ninfield, Herstmonceux, Hailsham, Polegate and Eastbourne.

Currently there is no evening service on this corridor. On Sundays there is an hourly service on reach route. The BSIP proposes a new hourly evening service on both routes, together with an improved half-hourly Sunday daytime service on each (hourly on each Sunday evenings).

Further traffic light priority measures will be introduced at delay points along this corridor.

BSIP Proposal 1 - Intensive Services and Investments in Key Corridors

Brighton-Seaford-Newhaven-Peacehaven-Brighton 'Coaster' corridor:

- More investment in bus priority, together with the introduction of new mobility hubs in Newhaven and Seaford. The local bus networks in these towns will be improved through reconfiguration to DDRT and fully integrated with Brighton & Hove's services, including new evening and Sunday provision.
- Re-introduce the N12/N14 Night Bus and the seasonal 11X service. This is expected to be commercially viable once pre-Covid passenger numbers recover.
- Improved 4 buses an hour between Brighton and North Peacehaven, Monday to Saturday daytime (currently 3 buses an hour). This is expected to be commercially viable once pre-Covid passenger numbers recover.
- Re-introduce Monday to Saturday daytime hourly service between North Peacehaven and Newhaven.

Brighton-Lewes-Ringmer-Uckfield-Crowborough-Tunbridge Wells 'Regency' corridor:

- Double the Monday to Saturday daytime frequency of buses on this corridor north of Lewes, to up to 4 buses an hour to Uckfield and up to 2 buses an hour to Tunbridge Wells. The improvement to the service to Tunbridge Wells is expected to be commercially viable once pre-Covid passenger numbers recover, with the other improvements also being so in the longer term.
- Extend service 28 to Uckfield in the evenings Mondays to Saturdays to create 2 buses per hour between Uckfield and Brighton
- Work with the Planning Authorities to ensure appropriate bus passenger facilities are retained in Lewes and take forward our plans to improve Uckfield bus station. In Crowborough we proposed a new mobility hub.
- Improve the Lewes, Uckfield and Crowborough town bus networks, with all but one service reconfigured to DDRT. They will all be fully integrated with Brighton & Hove's services, and Stagecoach's too in Uckfield, and will include new evening and Sunday provision
- Introduce bus priority measures on this corridor too, though due to the lack of road-space these will primarily be by way of traffic light priority.

Hailsham-Polegate-Eastbourne:

- Construct Phase 2 of the Hailsham, Polegate, Eastbourne Movement and Access Corridor at the earliest opportunity.
- Increase the Monday to Saturday daytime frequency from 4 to 6 buses an hour, and at least double the evening and Sunday frequency to 4 buses an hour. This is expected to be commercially viable in the longer term with the help of bus priority.
- Create a new mobility hub in North Hailsham in the locality of significant new housing development. Thereby offering vastly better and faster travel opportunities between other improved services that will also link Lewes (and onwards to Brighton), Horam, Heathfield, Mayfield, Tunbridge Wells, Herstmonceux, Ninfield and Bexhill (and onwards to Hastings).

Hellingly-Hailsham-Stone Cross-Langney-Seaside-Eastbourne Corridor:

- Double the existing Monday to Saturday daytime frequency to 4 buses an hour and introduce a new half-hourly evenings and Sunday service.
- In doing so also serve new housing development in north Hailsham, South Hailsham and Stone Cross.
- Serve the new mobility in North Hailsham (see above), thereby offering vastly better and faster travel opportunities between other improved services that will also link Lewes (and onwards to Brighton), Horam, Heathfield, Mayfield, Tunbridge Wells, Herstmonceux, Ninfield and Bexhill (and onwards to Hastings).
- Take advantage of new bus priority measures also sought for the Seaside corridor in Eastbourne, thereby further assisting in achieving modal shift.
- These improvements are expected to be commercially viable in the longer term.

Eastbourne-Bexhill-Hastings 'Wave' Corridor:

- Introduce a new hourly evening service on route 99 and double its Sunday daytime frequency to half-hourly.
- Introduce a reconfigured route 98 as part of the 'Wave' branding, running on an improved Monday to Saturday daytime frequency of 20 minutes between Sidley, Bexhill, Worsham Park, Pebsham, Glyne Gap and Hastings. Also introduce a new hourly evening service and double the Sunday daytime frequency to half-hourly. An alternative service to continue to link Bexhill and Eastbourne via Hailsham, on an improved frequency.
- The above improvements are expected to be commercially viable in the longer term.
- Create a new mobility hub in North Hailsham in the locality of significant new housing development. Thereby offering vastly better and faster travel opportunities between other improved services that will also link Lewes (and onwards to Brighton), Horam, Heathfield, Mayfield, Tunbridge Wells, Herstmonceux, Ninfield and Bexhill (and onwards to Hastings).
- Further traffic light priority measures will be introduced at delay points along this corridor.

We will make improvements to bus stops, information provision and waiting facilities on the corridors in East Sussex between Eastbourne and Brighton and Brighton and Turnbridge Wells;

We will with the bus operators jointly participate in a high quality marketing and promotion campaign to emphasise the improved travel opportunities on these corridors.

5.3 SERVICES LINKING RURAL AND TOWN COMMUNITIES

5.3.1 INTER-URBAN BUS ROUTES

Inter-urban bus routes in East Sussex are important in maintaining vital links for communities. However, these services are hourly or less during the day on Mondays to Saturdays, with no evening provision, and only some service on Sundays on a few routes.

Many such corridors have suffered service withdrawals over the last decades as a result of funding difficulties. It is clear that providing the most basic service to meet social need is not going to achieve the growth in passenger usage of bus services inherent in both Government policy and the primary purpose of this BSIP.

A network of inter-urban services has been identified which are key to the BSIP proposals. These expected to have an hourly frequency or better during the day, Mondays to Saturdays daytime. Evening and Sunday provision is also considered vital to increase the attractiveness of the network, as confirmed by the strength of feeling in engagement feedback.

Where services are not provided by way of conventional service provision on evenings and Sundays, communities will instead have access to integrated DDRT provision as part of the BSIP proposals.

In addition, the need has been identified a priority for a new inter-urban bus route between Hailsham and Lewes, which would link this area of significant new housing development with connections from Lewes to the education, employment and leisure opportunities in the city of Brighton. Preferably this would be provided as a through service to the city, thereby avoiding the need to change buses in Lewes. This would be a more direct route too than the current circuitous two-hourly Monday to Friday only provision, which diverts to serve Deanland Wood (which would instead be catered for by DDRT proposals).

5.3.2 RURAL BUS ROUTES

There is a multiplicity of rural bus services in East Sussex, most of which are funded by the County Council. A number of these services are provided by community bus operators, in many instances also with Parish or County Council funding support.

Rural service tend to be very infrequent and only meet minimum access needs previously identified through the East Sussex Public Transport Commissioning Strategy.

This previous strategy fails to meet the requirements of the new bus strategy. Sea-change improvements are therefore needed to ensure all communities in East Sussex, regardless of location, have ready public transport access for employment and education employment opportunities, as well as ensuring availability to healthcare, shopping and leisure facilities.

Furthermore, residents require availability of public transport evenings and weekends too.

There will continue to be an important role for community transport services, though the opportunity will be taken to ensure they part of the wider bus network.

Improvements are proposed for a number of rural routes so as to provide an hourly service, Monday to Saturday daytime. These frequencies will also extend to evenings and Sundays too (2 hourly on Sunday evenings). For bus routes or times of day which cannot support an hourly service, public transport access for communities will be by way of the introduction of new DDRT schemes which will be provided in each area of East Sussex outside of Hastings and Eastbourne (see section 4.9).

The improvements are summarised, by current operator and route number, APPENDIX B

BSIP Proposal 2 - Services Linking Rural and Town Communities

We will implement improvements in either frequency or time coverage (or both). A minimum hourly frequency will be the new standard. This minimum frequency to also extend into the evening, with a 2 hourly minimum provision on Sunday evenings. for the following services

For bus routes or times of day which cannot support an hourly service, communities will have access to the new DDRT area schemes on 7 days a week, including evenings. The following services will be improved (see service improvement in APPENDIX B for details):

Stagecoach services

- Route 2: Hastings–Westfield-Northiam–Tenterden-Ashford
- Route 51/251/252: Eastbourne–Polegate–Hailsham–Heathfield–Mayfield–Tunbridge Wells (see also above for investment in intensive services on key corridors)
- Route 54: Eastbourne–Polegate-Hailsham–Uckfield (see also above for investment in intensive services on key corridors)
- Route 95: Bexhill-Ninfield-Catsfield-Battle-Conquest Hospital
- Route 98: Hastings–Bexhill–Sidley-Ninfield-Herstmonceux–Hailsham–Eastbourne (see also above for investment in intensive services on key corridors)
- Route 100/101: Conquest Hospital–Hastings–Rye
- Route 102: Rye–Camber-Jury's Gap-Dover
- Route 254/304/305: Hastings-Battle-Robertsbridge-Hurst Green-Hawkhurst-Wadhurst-Tunbridge Wells
- Route 312: Rye–Playden-Iden–Wittersham–Tenterden
- Route 313: Rye-Playden-Peasmarsh-Beckley-Northiam
- Route 349: Hastings–Sedlescombe-Bodiam–Hawkhurst

The improvements to services 2, 51/251/252, 54, 98, 100/101, 102 and 254/304/305 and are expected to be commercially viable in the longer term.

Metrobus services

- Route 270 Brighton–Burgess Hill–Haywards Heath-Danehill-Forest Row-East Grinstead (jointly promoted with Brighton & Hove City Council and West Sussex County Council)
- Route 291 Tunbridge Wells-Groombridge–Hartfield–Forest Row–East Grinstead–Crawley (jointly promoted with West Sussex County Council)

Compass Travel

- Route 31A/31C: Cuckfield–Haywards Heath–Princess Royal Hospital–North Chailey-Newick-Maresfield–Uckfield;
- Route 121: Lewes–Offham–Cooksbridge–Chailey-Newick;
- Route 123: Newhaven–Piddinghoe–Rodmell–Kingston–Lewes);
- Route 126: Seaford-Alfriston (replaced by DDRT);
- Route 143: Lewes–Ringmer–Laughton–Deanland Wood–Hailsham (replaced by a significantly improved service);
- Route 231: Uckfield–Framfield–Blackboys–Heathfield; (replaced by DDRT between Heathfield, Burwash and Etchingham);

Cuckmere Buses

- Route 126: Seaford-Alfriston-Berwick (replaced by DDRT)

Wealdlink Community Transport Services

- Route 224: Wadhurst-Mayfield-Rotherfield-Crowborough; (replaced by DDRT, through some fixed route service could remain where there is higher use)
- Route 225: Crowborough-Rotherfield-Heathfield-Netherfield-Battle; (replaced by DDRT between Heathfield and Rushlake Green, and Rushlake Green and Battle)

- Route 226: Crowborough-Jarvis Brook-Rotherfield-Alderbrook–Crowborough (replaced by DDRT, through some fixed route service could remain where there is higher use)
- Route 262: Hartfield-Nutley-Maresfield-Uckfield-Framfield-Blackboys-Heathfield (section between Uckfield and Heathfield replaced by new Saturday route 231 provision)

Community Transport for the Lewes Area

- Route 246: Uckfield- -Chelwood Common-Danehill-Sheffield Park-Fletching-Uckfield (replaced by DDRT)
- Route 248: Uckfield-Buxted-Hadlow Down; (replaced by DDRT)
- Route 249: Crowborough-High Hurstwood-Uckfield; (replaced by DDRT)
-

5.3.3 TOWN BUS NETWORK IMPROVEMENTS

Improvements to the urban bus services in the main towns of East Sussex (Eastbourne, Bexhill and Hastings) and in the smaller towns are proposed. These are designed to address concerns over service frequencies and evening and Sunday availability. The improvements are shown in APPENDIX Band with headlines below.

BSIP Proposal 3 - Town Bus Network Improvements

Eastbourne

- Route 1/1A Standardised evening route;
- Route 1X Monday to Saturday daytime service doubled to 15 minutes and new half-hourly evening and Sunday service;
- Route 3 New evening service for Meads;
- Route 4 Replaced by DDRT north of Eastbourne centre. Pre-booked service for the areas of Cranbourne Avenue, Meads Road, Cherry Garden Road, Hill Road and Selmeston Road, offering journey opportunities to town centre, District General Hospital, Waitrose and Sainsbury's. Peak time, daytime and evening provision on 7 days a week;
- Routes 5,5A,6 Monday to Saturday daytime frequency improvements to routes 5/5A and 6 with the frequencies doubled to 30 minutes during the main part of the day. New hourly evening and Sunday provision;
- Loop Monday to Saturday daytime frequency doubled to 15 minutes. Sunday daytime frequency doubled to 30 minutes.

The above improvements, with the possible exception of DDRT, are expected to be commercially viable in the longer term, subject to new bus priority.

Hastings

- Routes 7,24,27,347 New DDRT to replace these hourly Monday to Saturday daytime only services. Also to replace Monday to Saturday daytime services 2 and 23 between Hastings town centre, St Helen's and Conquest Hospital. Pre-booked service for the areas of Church Road, Priory Avenue, Elphinstone Road, Pilot Road, Milward Road, plus Chick Hill. Offering journey opportunities to Hastings town centre, Conquest Hospital and Morrison's. Peak time, daytime and evening provision on 7 days a week.
- Route 20 Mayfield Farm evening frequency doubled, and service simplified by following daytime routing (replaces service 22C). New Sunday evening service also provided;
- Route 21,21A Two Monday to Saturday daytime journeys per hour extended to Harley Shute (see service 23). The other 2 journeys per hour may terminate at Priory Meadow instead of Hastings Station. Later last journey;
- Route 22,22C Evening service improved. Half-hourly frequency between Ore and Hollington (currently hourly). Hourly for Harley Shute and hourly for Tesco (currently a combined hourly 22C service). Service simplified by following the daytime routing ;
- Route 23 Replaced between Hastings town centre and Hollington by revised service 21 to/from Harley Shute instead of Hollington, via West St Leonards and Filsham Valley. Frequency doubled to 30 mins. Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7). New hourly evening and Sunday service;
- Route 26,26A New hourly evenings and Sundays service;
- Routes 28 New half-hourly Monday to Saturday daytime service between Strand Meadow and Conquest Hospital (currently 70 mins between Hastings Station and Conquest Hospital). New hourly evening service.

The above improvements, with the possible exception of DDRT, are expected to be commercially viable in the longer term.

Bexhill

- New pre-booked DDRT to replace the approximately 2 hourly Monday to Saturday daytime only services 96 and 97. This Bexhill area scheme, which also covers Bexhill Enterprise Park and Hooe, is designed to integrate with train and bus services, including revised Bexhill

Community Bus routes and improved services 95, 98 and 99. Peak time, daytime and evening provision on 7 days a week.

Seaford

- New pre-booked DDRT to replace hourly Monday to Saturday daytime only service 119, irregular services 120, 126 and CTLA's current Seaford Monday, Wednesday & Friday dial a ride resource. The DDRT will be integrated with Brighton & Hove's 12/12A/12X and offer connections with rails services at Seaford and Bishopstone stations. DDRT will provide a simpler service with the benefit of new peak, daytime and evening provision on 7 days a week. Some conventional fixed route service may remain where there is higher use of some journeys, including those used by school children.

Newhaven

- New pre-booked Newhaven area DDRT replaces service 145 and service 123 in Newhaven Valley Road, using a size of vehicle more suited to roads in the area. It will also potentially utilise CTLA's dial a ride resource. The DDRT will be integrate with Brighton & Hove bus services 12, 12A and 12X and allow connections with trains at Newhaven Station. It will also offer new peak, daytime and evening provision on 7 days a week.

Lewes

- New pre-booked Lewes area DDRT replacing services 128, 129 and CTLA Monday, Wednesday and Friday service 131. This will provide a size of vehicles more suited to Lewes estate roads. The DDRT will be integrate with bus services and allow connections with trains at Lewes Station. It will offer new peak, daytime and evening provision on 7 days a week.

Hailsham

- The Cuckmere Buses H1 service, running on limited days of the week, is expected to be replaced by amending current Stagecoach service 1X. This will offer regular service provision on 7 days a week, including evenings.

Crowborough

- New Crowborough area DDRT, in place of the current Monday to Saturday daytime only service 228/229 and also North Wealden Community Transport services 224, 226, 227. Some fixed service provision may remain where there are greater passenger flows on particular journeys. DDRT will provide the benefit of new peak, daytime and evening provision on 7 days a week. It will be integrated with Brighton & Hove Buses improved service 29 linking Tunbridge Wells, Uckfield, Lewes and Brighton. Passengers to/from Tunbridge Wells will interchange in Crowborough town centre with through ticketing available. The DDRT will offer connections with rails services at Crowborough Station. Alternative provision will be available for students who currently use the 228/229 locally within Kent.

Uckfield

- A new pre-booked Uckfield area DDRT will run on 7 days a week including weekends. It will also replace CTLA routes 246, 248 and 249.

Rye, Battle, Heathfield

- New pre-booked DDRT area schemes will also provide new improved coverage in these towns.

5.4 IMPROVE BUSES FOR TOURISTS

Tourism is vital to the East Sussex economy, with significant visitor numbers to a wealth of attractions. This provides the opportunity to attract further bus passengers with targeted promotion of the bus network, particularly given improvements to the bus network and the availability simpler fares and integrated ticketing.

Bespoke bus services aimed at leisure and tourist travel will continue to be important. These including :

- Brighton & Hove Buses Service 11X and 13X between Brighton and Eastbourne;
- The Eastbourne Sightseeing Service
- Cuckmere Buses Ramblerbus 47

Our strategy will be primarily aimed at encouraging greater use of existing bus routes for leisure travel, to both residents and visitors alike. This will help strengthen the viability of services and help to reduce congestion.

Working with partners in the South Downs National Park Authority and our district, borough and parish councils, we will promote sustainable tourism opportunities by bus. We would expect to negotiate discounts at venue attractions to further encourage bus travel, building on discounts already provided.

Destinations, Sightseeing and walking opportunities will be promoted through marketing materials, available through a range of media and outlets. New bus stop infrastructure and wayfinding information will also be included as part of the strategy,



Emphasis will be given to the expected development of the Discovery ticket product including, potentially, PlusBus add-ons.

BSIP Proposal 4 - Improve Buses for Tourists

- Work with our partners to develop a strategy for further developing tourism and leisure travel by bus;
- Support the programme through targeted marketing and promotion

5.5 MOBILITY HUBS

Mobility Hubs are defined as ‘a recognisable place with an offer of different and connected transport modes supplemented with enhanced facilities and information features to both attract and benefit the traveller’ (CoMoUK: Mobility Hubs Guidance 2019/20).

We propose to develop mobility hubs in key town locations in East Sussex, as shown in Table 5-1, which will mainly be smaller towns with potential interchange connections for different public transport services and modes.

A new mobility in north Hailsham, as part of the improved bus network, will offer new opportunities for faster and better bus travel across the County. It will offer links to Bexhill, Hailsham, Polegate, Eastbourne, Heathfield, Tunbridge Wells, Burgess Hill, Lewes and Brighton.

The hubs will link too with routes from the County Council’s walking and cycling strategy.

There are also a number of locations on the East Sussex network where there are opportunities to interchange between buses and between buses and train. DDRT trips, particularly from rural areas, will further increase the need for attractive, safe and secure waiting facilities. These locations will also be upgraded to more offer greater safety, security and comfort, with improved levels of information provision.

The bus station in Lewes is in private ownership and currently in a poor state of repair. The owner has submitted a pre-application proposal to re-develop the site for new residential housing. The South Downs National Local Plan (adopted 2019 states the principle of redevelopment (*of the bus station*) is acceptable, providing that attractive, operationally satisfactory interchange facilities for passengers are provided on a site elsewhere of equal convenience in this sector of the town.” We will work with the Planning Authorities to ensure appropriate bus passenger facilities are retained in the town centre.

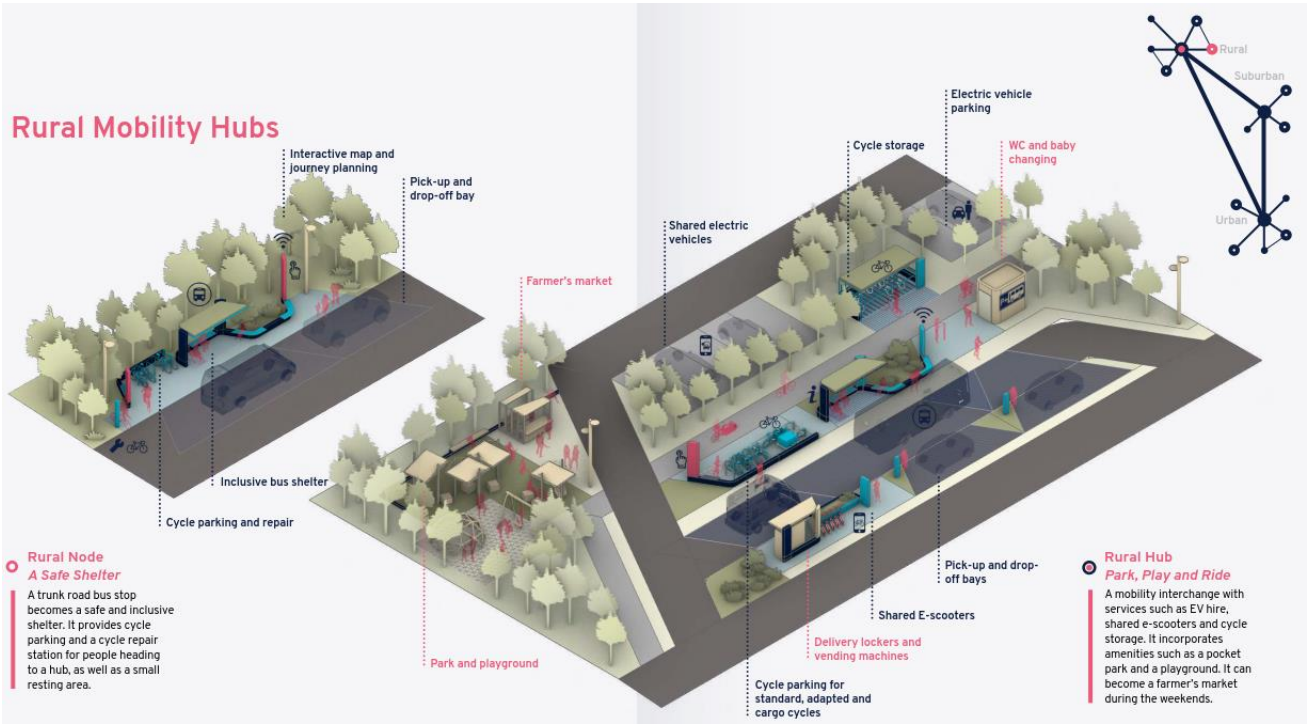
We intend to ensure that our mobility hubs provide effective interchange with walking/taxi/bus/DDRT and rail, if adjacent to a rail station. Cycling infrastructure would be included.

We are also seeking to further upgrade facilities at Uckfield bus station beyond what is already planned in 2022, in line with mobility hub principles.

Mobility hubs have three key characteristics:

- Co-location of public and shared mobility modes,
- The redesign of space to reduce private car space and improve the surrounding public realm,
- A pillar or sign which identifies the space as mobility hub which is part of a wider network and ideally provides digital travel information. Mobility hubs can vary considerably in terms of services and facilities, from rural locations designed as connecting points to trunk bus or rail services through to small bus stations in urban environments. Figure 5-1 illustrates two types of rural mobility hub.

Figure 5-1 - Typical Types of Rural Mobility Hub Designs



The locations we have selected we believe are ideal to be converted into the mobility hub format. By working with our boroughs and districts, as the local town and parish councils, we will bring together the 'ingredients' to make it happen, thus improving both access and experience. Dependent on the type and suitability of locations, mobility hubs might feature:

- Architect designed, aesthetically pleasing to suit the features of the locality;
- Hi-tech equipment such as interactive screens;
- A priority of safety and security with CCTV and good lighting;
- Solar panels to provide renewable energy source;
- Fully accessible and multi-modal; and
- Landscape integration.

Proposed locations for Mobility Hubs in East Sussex are as shown in Table 4-1 below.

Table 5-1 - Proposed Locations of Mobility Hubs

Locality	Location	Bus	DDRT	Train	Rural	Urban
Bexhill	Rail Station	✓	✓	✓	·	✓
Crowborough	The Broadway	✓	✓	·	·	✓
Hailsham	High Street and North Street	✓	✓	·	·	✓
Heathfield	High Street and Fire Station	✓	✓	·	✓	·
Lewes	Bus Station	✓	✓	·	·	✓
Newhaven	Lower Place and South Way	✓	✓	·	·	✓
North Hailsham		✓	✓	·	✓	·
Polegate	Rail Station and High Street	✓	✓	✓	·	✓
Rye	Rail Station	✓	✓	✓	✓	·
Seaford	Rail Station and High St	✓	✓	✓	·	✓
Uckfield	Bus Station	✓	✓	✓	·	✓

Mobility Hubs are forecast to cost between £200k to £500k per location.

BSIP Proposal 5 - BSIP Proposals: Mobility Hubs

- We will work with stakeholders, including passengers and borough, district, parish and town councils, to refine the Mobility Hub proposals and agree the required facilities at each location;
- We also work to secure good quality facilities in the centre of Lewes and upgrade our existing proposal for Uckfield bus station;
- We will provide improved passenger facilities at other key in interchange points in the County.

In terms of improved stopping and waiting conditions, Table 5-2below shows a list of proposed sites.

Table 5-2 - List of Proposed Improved Stopping and Waiting Facilities

Locality	Location	Bus	DDRT	Train	Rural	Urban	Estimated Cost
Lewes	Rail Station	✓	✓	✓		✓	£20k-£50k
Cooksbridge	Rail Station	✓	✓	✓	✓		£20k-£50k
Plumpton	Rail Station		✓	✓		✓	£50k-£75k
Forest Row	Brambletye	✓	✓			✓	£50k-£75k
Groombridge	Rail St & Station Rd	✓		✓	✓		£20k-£50k
Eridge	Rail St & A26 Eridge Rd	✓		✓	✓		£20k-£50k
Frant	Abergavenny Arms	✓	✓		✓		£20k-£50k
Frant	Rail Station		✓	✓	✓		£20k-£50k
Wadhurst	Rail Station	✓	✓	✓	✓		£50k-£75k
Wadhurst	The Greyhound	✓	✓		✓		£20k-£50k
Hurst Green	Village Hall & Royal George	✓	✓		✓		£50k-£75k
Etchingham	Rail Station		✓	✓	✓		£20k-£50k
Stonegate	Rail Station		✓	✓	✓		£20k-£50k
Crowborough	Rail Station		✓	✓		✓	£20k-£50k
Buxted	Rail Station		✓	✓	✓		£20k-£50k
Uckfield	Rail Station	✓	✓	✓		✓	£20k-£50k
Horsebridge	Bullrush Lane	✓	✓			✓	£50k-£75k
Berwick	Rail Station	✓	✓	✓	✓		£20k-£50k
Glynde	Rail Station		✓	✓	✓		£20k-£50k
Peacehaven	Telscombe Cliffs Way	✓				✓	£50k-£75k
Newhaven	Rail Station interchange	✓	✓	✓		✓	£50k-£75k
Bishopstone	Rail Station		✓	✓		✓	£20k-£50k
Herstmonceux	Brewers Arms	✓	✓		✓		£20k-£50k
Ninfield	Lower Street	✓	✓		✓		£50k-£75k
Robertsbridge	Rail Station and The George	✓		✓	✓		£50k-£75k
John's Cross	Roundabout	✓	✓		✓		£20k-£50k
Battle	Abbey	✓	✓		✓		£50k-£75k
Battle	Rail Station	✓	✓	✓	✓		£50k-£75k
Cripp's Corner	White Hart	✓	✓		✓		£20k-£50k
Crowhurst	Rail Station		✓	✓	✓		£20k-£50k
Broad Oak nr Brede	Oakhill Drive		✓	✓	✓		£20k-£50k
Northiam	Primary School	✓	✓		✓		£50k-£75k
Guestling	White Hart	✓	✓		✓		£20k-£50k
Three Oaks	Rail Station		✓	✓	✓		£20k-£50k

Locality	Location	Bus	DDRT	Train	Rural	Urban	Estimated Cost
Ore	Village	✓	✓			✓	£50k-£75k
Hastings	Conquest Hospital	✓	✓			✓	£50k-£75k
Hastings	Rail Station	✓	✓	✓		✓	£50k-£75k
Hastings	Priory Meadow Shopping Centre	✓	✓			✓	£50k-£75k
St Leonards	Warrior Square & Christ Church	✓	✓	✓		✓	£50k-£75k
St Leonards	Silverhill crossroads	✓				✓	£50k-£75k
St Leonards	Hollington Tesco	✓				✓	£50k-£75k
St Leonards	West St Leonards Rail St	✓		✓		✓	£20k-£50k
Bexhill	Devonshire Road	✓	✓			✓	£50k-£75k
Bexhill	Collington Rail Station	✓	✓	✓		✓	£20k-£50k
Bexhill	Cooden Beach Rail Station	✓	✓	✓		✓	£20k-£50k
Bexhill	Little Common Roundabout	✓	✓			✓	£50k-£75k
Pevensey Bay	Rail Station	✓		✓	✓		£20k-£50k
Pevensey & Westham	Rail Station	✓		✓	✓		£20k-£50k
Eastbourne	Langney Shopping Centre	✓				✓	£50k-£75k
Eastbourne	Hampden Park Rail Station	✓		✓		✓	£50k-£75k
Eastbourne	District General Hospital	✓	✓			✓	£50k-£75k
Eastbourne	Rail Station, Cornfield Rd	✓	✓	✓		✓	£50k-£75k

Figure 5-2 Illustration of Improved Waiting Facilities



Figure 5-3 Illustration of Improved Waiting Facilities



5.6 BUS PRIORITY PROPOSALS

The County Council and bus operators view bus priorities as not only as a tool to improve journey punctuality for buses, but as vital in addressing the feedback from public and stakeholder engagement about the need for faster and more reliable services.

5.6.1 EXISTING BUS PRIORITY

Locations of current bus priority measures within East Sussex are shown in Map 4-3. These are primarily in the areas of the principal bus corridors, already defined.

- **Eastbourne-Seaford-Newhaven-Peacehaven-Saltdean-Rottingden-Brighton bus corridor**
  Long-standing bus lanes on the A259 between Peacehaven, Saltdean and Rottingdean. These being a joint project with Brighton & Hove City Council LTA (Saltdean and Rottingdean being in their jurisdiction).

- **Brighton-Lewes-Ringmer-Uckfield-Crowborough-Tunbridge Wells bus corridor**
  Bus lanes provided by Brighton & Hove City Council LTA in Brighton City Centre and along Lewes Road in Brighton. There is existing bus priority on this corridor in East Sussex.

- **Hailsham-Polegate-Eastbourne town centre bus corridor**
- **Hellingly Roebuck Park-Hailsham-Langney-Seaside-Eastbourne town centre bus corridor**
- **Hampden Park-District General Hospital-Eastbourne town centre bus corridor**
- **Langney-Seaside-Eastbourne town centre-Old Town- District General Hospital /Willingdon**
  Currently there is no bus priority on these corridors, apart from very locally in Eastbourne where the main town centre bus stops are accessed by a bus gate type arrangement on Terminus Road and a bus lane on Gildredge Road.

- **Eastbourne-Bexhill-Hastings bus corridor**
  In Hastings town centre there is a bus lane on Havelock Road, from Hastings Station southbound to the seafront, and on the A259 in the vicinity of St Leonards Warrior Square (westbound). Sections of bus lanes are provided between Hastings and Bexhill as part of Phase 1 of the A259 Bexhill-Hastings Bus Priority Scheme. A bus gate arrangement is also in place on Bexhill London Road, for buses to have direct access, southbound, to the A269. Again in Eastbourne, there is no bus priority on these corridors, apart from very locally in Eastbourne where the main town centre bus stops are accessed by a bus gate type arrangement on Terminus Road and a bus lane on Gildredge Road.

- **Hollington-Silverhill-St Leonards Warrior Square-Hastings town centre-Ore bus corridor**
  In Hastings town centre there is a bus lane on Havelock Road, from Hastings Station southbound to the seafront, and on the A259 in the vicinity of St Leonards Warrior Square (westbound).

5.7 BUS DELAY ANALYSIS

On-going dialogue between the County Council and the bus companies has highlighted the need to address the issues that on occasions cause significant delays to bus services. Though not all these are concerns that the LTA can influence, such as the operation of the Newhaven port swing bridge and the effect of the Hampden Park level crossing, a number of interventions had previously been identified and proposals and projects already exist to address these (see following section).

Bus delay analysis, using data provided by the bus operators, is expected to be an increasingly powerful tool so as to be review feasibility options and potential solutions. These solutions may be a range of interventions including:

- Operational adjustments to bus timings and routes to improve punctuality;
- New ticketing and payment schemes that reduce passenger boarding delays;
- Changes to roadside parking schemes to reduce highway pinch points, including enforcement improvements;
- Introduction of traffic light priority at junctions for buses;
- Review of pedestrian traffic light priorities to reduce undue delays to buses;
- Introduction of traffic light control at roundabout trouble spots;
- Changes in bus stop design, including carriageway re-profiling and longer bus stop clearways, to reduce delays caused to buses in entering and exiting bus stops; and
- New bus lanes, including bus gates, to speed bus journey times.

The need for an improved software analysis package to monitor specific delays on points of the bus network has been identified, so as to inform the BSIP process. Currently the bus operators rely on cumbersome systems to identify such issues. The County Council and the bus operators will work together to improve this information provision.

The County Council and the bus operators, working in close co-operation and through analysis of excessive timing delays using extensive GPS tracking data, have identified key problem area on the bus network in East Sussex. where there are the greatest delay concerns. These locations are shown in Figure 5-4 Bus Delay LocationsFigure 5-4. The majority are online of route of the main bus corridors.

5.7.1 PLANNED AND PROPOSED BUS PRIORITY MEASURES

An overview of planned and proposed bus priority measures is shown in Figure 5-5. Figure 5-6 and Figure 5-7 show these measures in the west of the County and the Hastings/Bexhill areas respectively. The schemes are described in Table 5-3 to Table 5-10.

Currently East Sussex has no Traffic Light Priority (TLP) available for buses. Implementation of this virtual bus priority, subject to funding, we believe will result in quickly deliverable benefits. Locations for TLP at junctions have been prioritised and are also shown in Figure 5-5. The locations mirror the areas covered by the principal bus corridors.

Figure 5-4 Bus Delay Locations

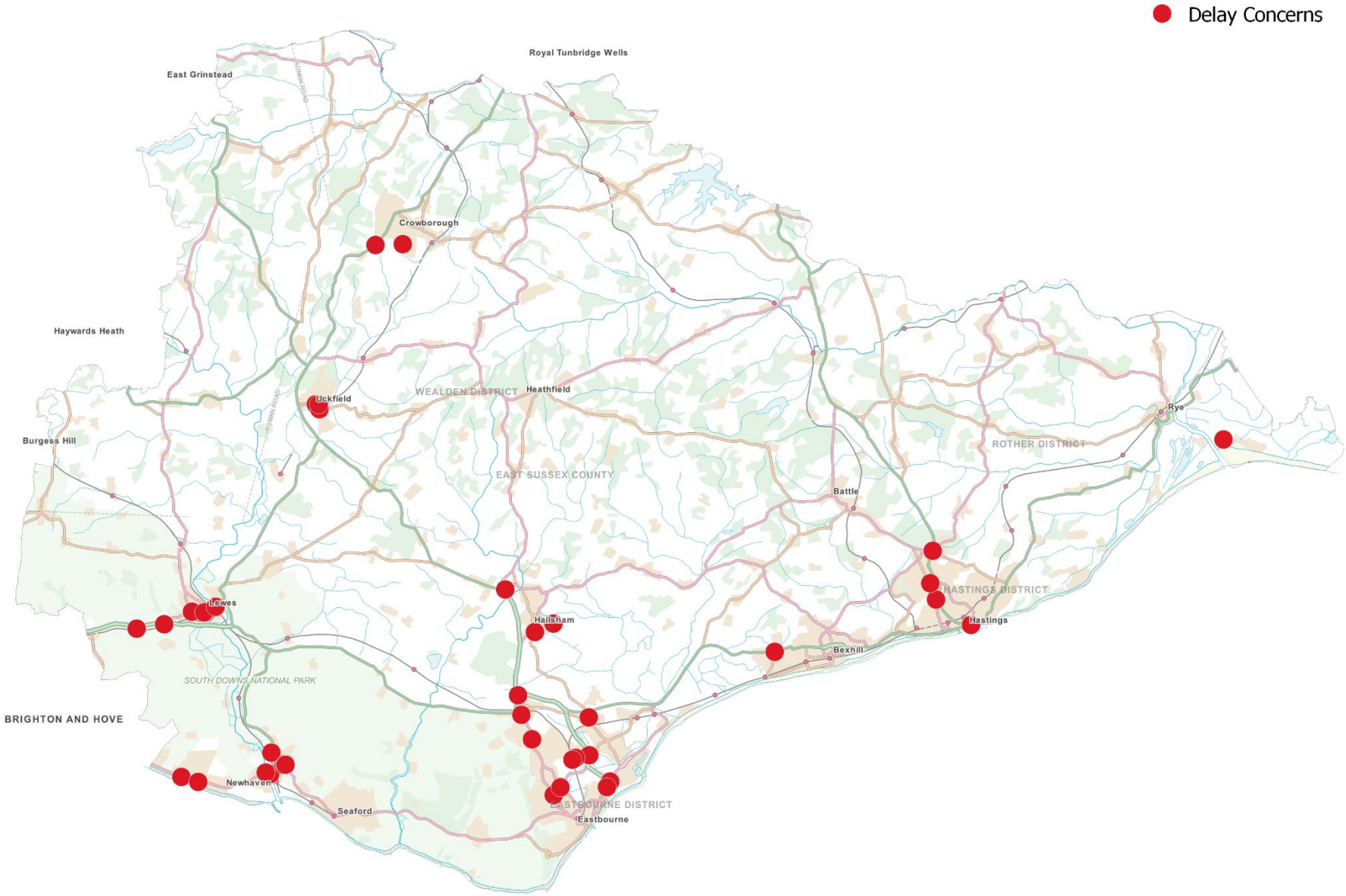


Figure 5-5 Existing and Planned Bus Priority Schemes

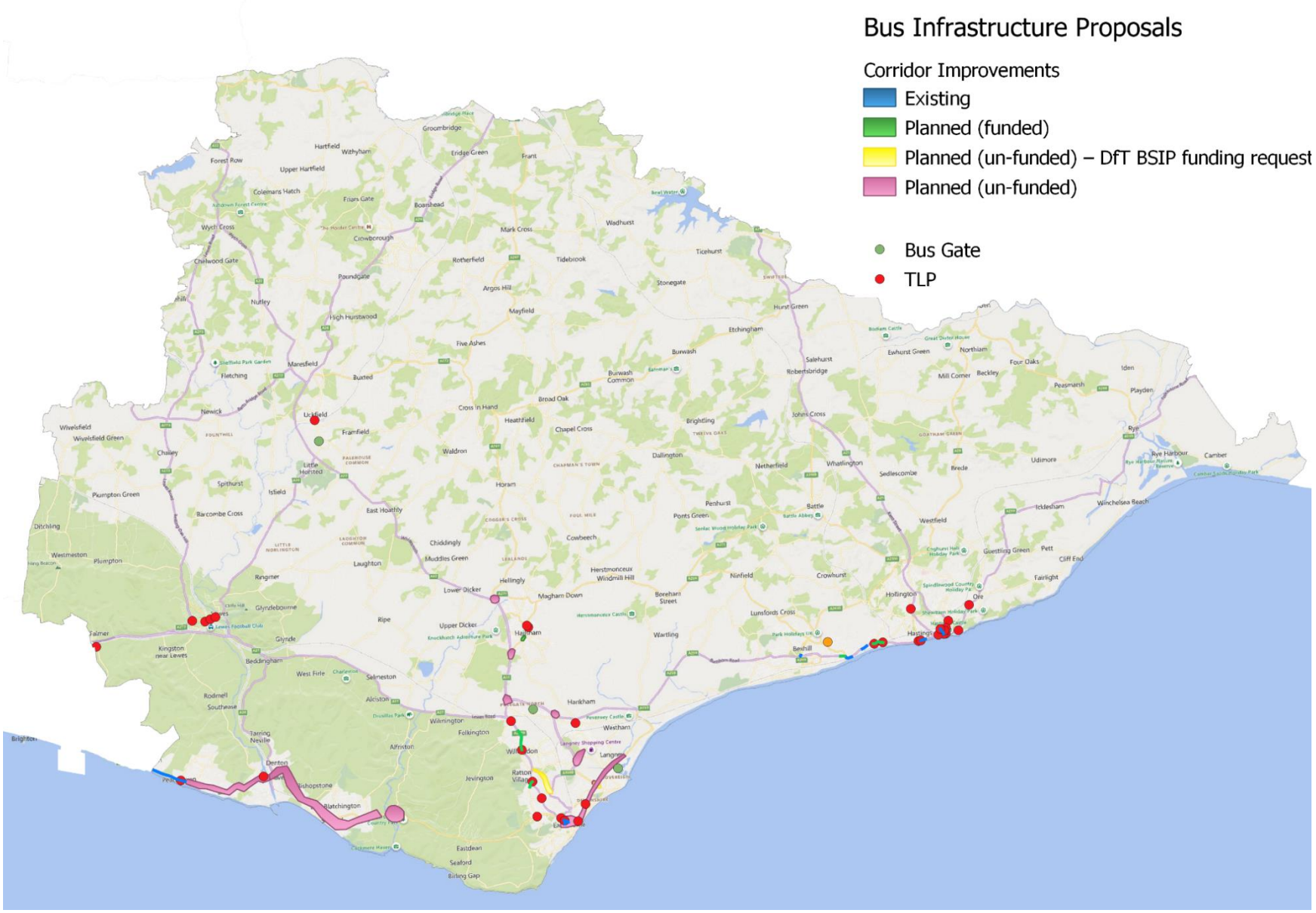


Figure 5-6 Existing and Planned Bus Priority Schemes – West of the County including Eastbourne



Figure 5-7 Existing and Planned Bus Priority Schemes – Hastings and Bexhill

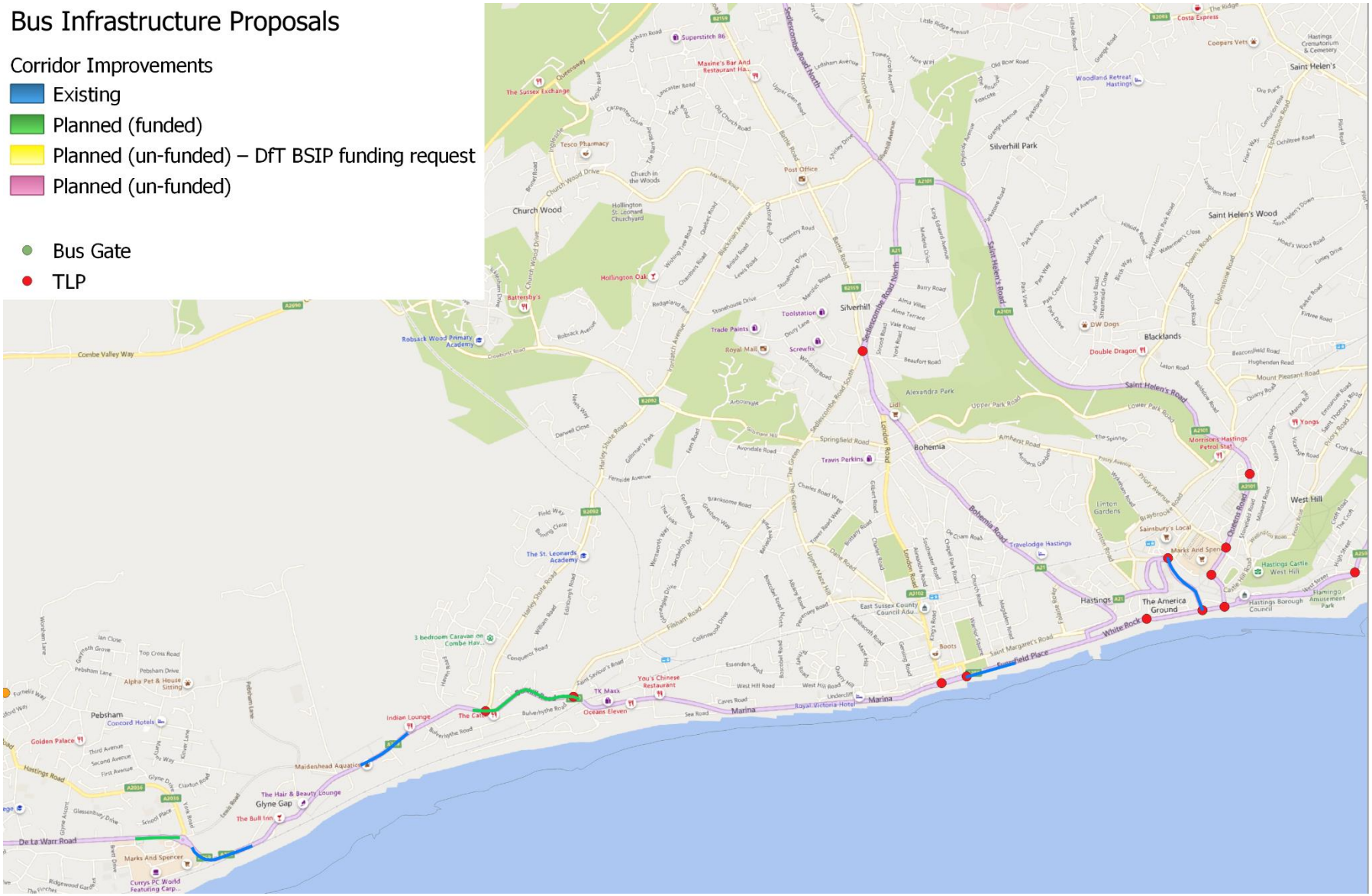


Table 5-3 A259 Exceat Bridge Replacement

Planned Bus Improvement (Funding Partly Secured – Waiting Outcome of Levelling Up Fund Bid)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
The Exceat Bridge is situated on the A259 east of Seaford and traverses the River Cuckmere. The bridge is single carriageway with priority working – priority is given to vehicles travelling eastbound between Seaford and Eastbourne. The A259 corridor carries a regular bus service (every 10 minutes) linking Brighton, Newhaven, Seaford and Eastbourne. The priority working at the bridge means that buses get caught up in the congestion both approaches. A planning application was submitted in early summer 2021 for a replacement two way bridge at Exceat which will significantly improve journey time reliability for all vehicles including buses travelling along the A259.	Planning permission – expected November 2021 Construction start (subject to securing Levelling Up Fund monies) – Spring 2022 Construction completion – June 2023 (earliest)	• ESCC (secured) • Government Levelling Up Fund (unsecured)	• £10,677,740. ESCC - £2,720,223 LUF ask - £7,957,517

Table 5-4 A259 Brighton to Pevensey MRN corridor

Planned Bus Priority Improvement (Funding Not Secured)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
The A259 was identified as part of the Government's Major Road Network in December 2018. The MRN comprises the most economically important sections of the A road network managed by local highway authorities and sits between the Strategic Road Network managed by National Highways, and the remainder of the local highway network. In summer 2019, the section between Brighton and Eastbourne was identified as one of the 10 priority MRN schemes in the Transport for the South East geography. A study has been commissioned which aims to develop a balanced package of multi-modal transport measures by improving the efficiency and effectiveness on the corridor between Pevensey in Eastbourne and Rottingdean in Brighton, alongside integrating greater sustainable mobility options. This will include considering options for bus based interventions along the corridor particularly on these sections: • Peacehaven - Newhaven • Newhaven to Seaford • Eastbourne Town Centre to Sovereign Harbour (Seaside) corridor The outcomes of the study, alongside the TfSE Outer Orbital Study, will be used to inform a Strategic Outline Busines Case (SOBC) for submission to Government. Subject to acceptance of the SOBC, an Outline and then Full Business Case will need to be developed to enable potential MRN funding to be secured.	Completion of study – March 2022 Completion of Strategic Outline Business Case – April 2022 Commence preliminary designs for bus based interventions– Summer/Autumn 2022	MRN funding (unsecured)	Unknown until preferred package of bus related interventions identified

Table 5-5 A22/A2270/A2021 Hailsham - Polegate - Eastbourne Movement and Access Corridor (Phase 1)

Planned Bus Priority Improvement (Funding Secured)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
The Hailsham Polegate Movement and Access Corridor was identified in the South Wealden and Eastbourne Transport Study (2010) and more recently in the Wealden Local Plan Transport Study (2018) as part of the critical package of transport interventions required to support housing and employment growth in the Eastbourne and South Wealden growth area. The overall corridor focusses on a package of interventions to improve movement and access for pedestrians, cyclists, public transport users and road users, between and within the three towns of Hailsham, Polegate and Eastbourne. The first phase of the corridor scheme relates to the section of the A2270 in Polegate and Willingdon comprising three elements: • Wannock Road/Polegate High Street/Eastbourne Road signalised junction improvement • Eastbourne Road bus lane between Broad Road and Huggett Lane including enhanced pedestrian and cycle facilities • Victoria Drive bus lane on approach to Eastbourne Road junction	Wannock Road/Polegate High Street/Eastbourne Road signalised junction improvement – construction 2022/23 Eastbourne Road bus lane (including Huggetts Lane junction upgrade) – construction 2022/23 Victoria Drive bus lane – construction 2023/24	• Local Growth Fund (secured) • DfT capital Capability Fund (for cycle route element - unsecured)	Wannock Road / Polegate High Street / Eastbourne Road junction (upgrade signals with virtual priority) – approx. £0.2m Eastbourne Road bus lane (for bus lane, footway/cycleway and signal upgrade at Huggetts Lane) – approx. £1.5m
Victoria Drive Bus Lane – Option One proposals: • Provision of a northbound bus lane from Newick Road to the Victoria Drive and Willingdon Road junction • Introduction of a 20mph speed limit (between Farlaine Road and the Willingdon Road junction) • Provision of a limited number of parking bays of Victoria Drive (south side)	Victoria Drive Bus Lane – Option Two proposals: • Provision of a northbound bus lane from Newick Road to the Victoria Drive and Willingdon Road junction • Introduction of parking restrictions in Victoria Drive (south side between Farlaine Road and the Willingdon Road junction) • Retention of 30mph speed limit		

Figure 5-8 Victoria Drive Bus Lane – Option One

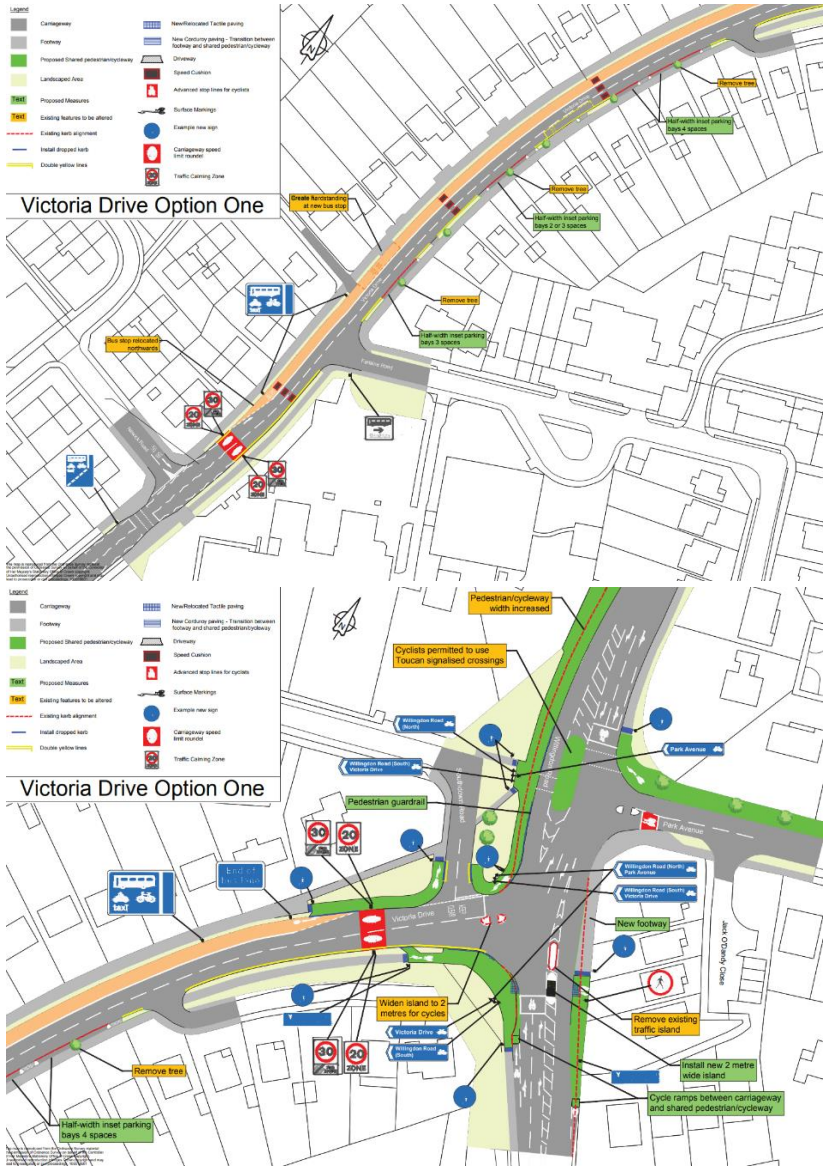


Figure 5-9 Victoria Drive Bus Lane – Option Two

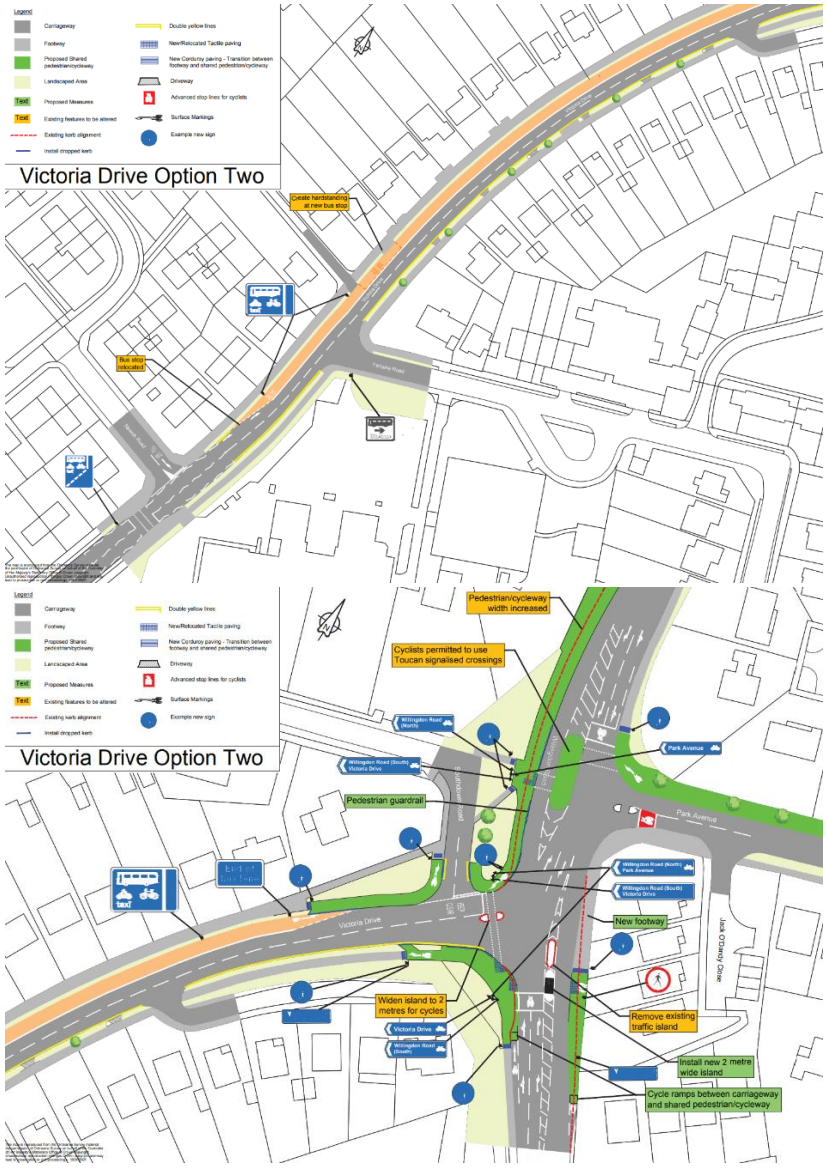


Table 5-6 A22/A2270/A2021 Hailsham–Polegate–Eastbourne Movement and Access Corridor (Future phases)

Planned Bus Priority Improvement (Funding Partly Secured)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
The Hailsham Polegate Movement and Access Corridor was identified in the South Wealden and Eastbourne Transport Study (2010) and more recently in the Wealden Local Plan Transport Study (2018) as part of the critical package of transport interventions required to support housing and employment growth in the Eastbourne and South Wealden growth area. The overall corridor focusses on a package of interventions to improve movement and access for pedestrians, cyclists, public transport users and road users, between and within the three towns of Hailsham, Polegate and Eastbourne. Further phases will consider the scope for bus based interventions on the A2021 Kings Drive section of the corridor which serves the District General Hospital and Sussex Coast College. Proposed improvements to the Ersham Road/South Road/Diplocks Way junction, which forms part of the MAC proposals in Hailsham, with the introduction of a four arm roundabout will help to improve bus movements into and out of Hailsham.	Kings Drive Corridor • Review feasibility options for– 2022 Ersham Road/South Road/Diplocks Way junction • Consultation on roundabout option – late 2021 • Preliminary and detailed design – 2022 Construction – 2023 (earliest)	Kings Drive • Development Contributions (unsecured) • Major Road Network fund (unsecured) • DfT funding through BSIP (unsecured) Ersham Road - CIL (secured)	Kings Drive • Bus lane - approx. £1m • Walking and Cycling and access to bus stops -approx. £1m • Rodmill roundabout enlargement/signalisation- approx. £3m Hailsham Ersham Road/South Road /Diplocks Way roundabout - £1.5m

Table 5-7 A259 Seaside Corridor Eastbourne

Planned Bus Priority Improvement (Funding Not Secured)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
As part of the development of a package of interventions for the A2290 corridor in Eastbourne, proposals have been developed for the A259/A2290 Seaside junction. The proposals involve replacing the existing four arm roundabout with a four arm traffic signal controlled junction. The introduction of traffic signals provides the opportunity to improve bus journey reliability on the A259 Seaside corridor, one of the key bus corridors in Eastbourne. A 'PT max' option for the Seaside roundabout which showed an eastbound bus lane on the approach the junction and a southbound one as well.	Consultation – July to Sept 2021 Strategic Outline Business Case – completed late 2021 Progression of prelim design - 2022	• Major Road Network fund (unsecured) • DfT funding through BSIP (unsecured)	Seaside roundabout (conversion of existing roundabout to signalised crossroads) - £11-12m

Figure 5-10 - A259/A2290 Seaside Junction Bus Priority Proposals



Table 5-8 A22 Hailsham / Stone Cross and A22 South/A2290 Corridors

Planned Bus Priority Improvement (Funding Not Secured)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
The A22 and A2290 form part of the Government's Major Road Network. The MRN comprises the most economically important sections of the A road network managed by local highway authorities and sits between the Strategic Road Network managed by National Highways, and the remainder of the local highway network. In summer 2019, the section of the A22 between Hailsham and Stone Cross was identified as one of the 10 priority MRN schemes in the Transport for the South East geography. *A22 Hailsham/Stone Cross* The A22 corridor comprises improvements to five junctions – Boship, Hempstead Lane and the A295 Eagles junction on Hailsham bypass and the A27/A22 and the A22/Dittons Road junctions near Stone Cross. Proposals to improve bus movements towards and through these junctions are being considered as part of the overall designs. An Outline Business Case for MRN funding for submission to DfT this autumn is currently being developed. *A22 South/A2290* The A22 South/A2290 corridor comprises improvements the southern end of the A22 at Shinewater roundabout as well as improvements to the Lottbridge Drove, Birch Road and Seaside (see below) roundabout junctions. Proposals to improve bus movements on the approach and through the junction are also being considered for the designs of these junctions. A Strategic Outline Business for the A22 South/A2290 corridor is currently being developed to enable funding to be sought for these proposed interventions.	A22 Hailsham/Stone Cross • Consultation - summer 2021 • Submission of OBC – Autumn 2021 • Detailed design – Autumn 2021 to Spring 2022 • Submission of FBC – late Spring/early summer 2022 • Construction – early 2023 (earliest) A22 South/A2290 • Consultation – summer 2021 • Completion of SOBC – Autumn 2021 Preliminary designs - 2022	A22 Hailsham / Stone Cross • MRN funding (unsecured) A22 South/A2290 MRN funding (unsecured)	A22 Hailsham / Stone Cross • Boship roundabout (capacity improvements, signalisation with virtual priority - £9m) • A22/Dittons Road junction (conversion of roundabout to signalised crossroads - £8.5m) A22 South/A2290 Shinewater roundabout (capacity improvements, signalisation with virtual bus priority) - £6m

Table 5-9 A259 Bexhill and Hastings

Planned Bus Priority Improvement (Funding Secured)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
The introduction of bus priority measures on Bexhill Road in Hastings was a condition of the DfT funding for the Bexhill Hastings Link Road. The bus priority measures on Bexhill Road between Glyne Gap and Filsham Road was split into three phases. The first, focussed on the central section from east of Glyne Gap to Harley Shute Road, was completed in 2018. The second phase which provides a bus lane on the western approach to the Glyne Gap roundabout is in part on the Strategic Road Network managed by National Highways The third phase will provide priority measures on the section of the A259 Bexhill Road between Harley Shute Road and Filsham Road. The introduction of these measures has been coupled with investment by the bus operator in the fleet running on the service 99 along Bexhill Road between Bexhill and Hastings.	Second phase (Glyne Gap) – construction 2021/22 Third phase (Harley Shute Road to Filsham Road) – construction 2022/23	ESCC (secured)	• Phase 2: Glyne Gap – approx. £0.2m • Phase 3: Harley Shute Road to FIlsham Road – approx. £0.25 m

Table 5-10 Eastbourne Sovereign Harbour Bus Gate

Planned Bus Priority Improvement (Funding Secured but subject to Landowner Consent)			
Description	**Known Timescales**	**Funding Source**	**Estimated Cost**
Proposals have been previously developed to enable buses to travel between the North Harbour and South Harbour area of Sovereign Harbour in Eastbourne. This movement would be enabled by the introduction of a bus route through the Sovereign Harbour retail park and a bus gate through to Atlantic Drive. This would form part of the wider proposals for improving bus connectivity along the A259 Seaside corridor. The Borough Council's Sovereign Harbour Supplementary Planning Document (SPD), adopted in February 2013, identifies that "as part of any future development proposals at the Sovereign Harbour Retail Park, it will be necessary to provide a bus link between the North and South Harbour areas which includes the retail park on the route." Despite no redevelopment plans for the retail park coming forward, there is still an aspiration to provide the bus link. However, this is dependent on the owner of the retail park providing consent to utilise their land to proceed.	Review preliminary designs – 2022	Development contributions (secured)	Approx. £0.4m

5.8 PRIORITY SCHEMES ALONG BUS CORRIDORS

- **Eastbourne-Seaford-Newhaven-Peacehaven-Saltdean-Rottingdean-Brighton bus corridor**
  Construction is expected to start on the replacement Exeat Bridge in Spring 2022 which, subject to planning consent and the outcome of a bid to the Government's Levelling Up Fund, is expected to significantly reduce delays on this corridor. Though not strictly a bus priority scheme, the project has strong support from Brighton & Hove Buses as it will remove the current single lane arrangement.

  A study for the A259 Major Road Network corridor between Brighton, Eastbourne and Pevensey has been commissioned which is expected to include bus priority as a key feature to address worsening congestion and pinch points. Particularly in Peacehaven, Saltdean, Newhaven, Seaford and Eastbourne. This has the potential to support the longer-term roll out of a BRT system on the corridor. The measures are expected to be financed through Major Road Network Funding.

- **Brighton-Lewes-Ringmer-Uckfield-Crowborough-Tunbridge Wells bus corridor**
  A bus gate has been secured from a development contribution relating to around 1000 new homes in the Ridgewood area of Uckfield. It is anticipated that the bus gate and associated new bus lane will be open in the next 3 years, subject to the pace of house occupation. This will allow an improved bus service 29 to be re-routed through the area so as to ensure good public transport access for the development.

- **Hailsham-Polegate-Eastbourne town centre bus corridor**
- **Hampden Park-District General Hospital-Eastbourne town centre bus corridor**
- **Hellingly Roebuck Park-Hailsham-Langney-Seaside-Eastbourne town centre bus corridor**
- **Langney-Seaside-Eastbourne town centre-Old Town- District General Hospital /Willingdon**
  The County Council previously identified bus priority improvement improvements on the Hailsham Polegate Eastbourne Movement and Access Corridor (HPEMAC) (see Section 4.1.1). Phase 1 is fully funded and planned for construction in 2022/23.

  The review of feasibility options, along with preliminary and detailed design for HPEMAC Phase 2 is programmed for 2022, with proposed construction in 2023/24. Funding of £5 million needs to be secured for the Eastbourne elements of Phase 2. These being the King's Drive bus lane (approximately £1million), Rodmill roundabout enlargement/signalisation (approximately £3million) and the walking and cycling elements including access to the bus stops (approximately £1million).

  The A259 Eastbourne Seaside Corridor Scheme is designed to address the significant delays caused to bus services at Seaside roundabout. However, funding for this estimated £11m-£12million scheme needs to be secured.

  Bus priority benefits will be derived from proposals expected to emerge from the A22 Hailsham / Stone Cross and A22 South/A2290 Major Road Network corridors study. This is expected to address delays to buses at the A22 Hailsham Boship roundabout (routes 51, 54 and 143), at the A295 Eagles junction near Hailsham and the A27/A22 roundabout (routes 51, 54, 98), the A22/Dittons Road junctions near Stone Cross (routes 6 and 54), and the A22 Shinewater roundabout (routes 5/5A, the Loop as well as route 1/1A which is also affected by tailbacks stretching along Willingdon Drove).

See also Table 5-4 for the A259 Major Road Network corridor study between Brighton, Eastbourne and Pevensey, for which outcomes are expected to result in bus priority benefits in Eastbourne between the town centre, Seaside and Langney.

- **Eastbourne-Bexhill-Hastings bus corridor**
  Phases 2 and 3 of the A259 Bexhill-Hastings Bus Priority Scheme will be constructed in 2021/22 and 2022/23, funded by the County Council.

  In addition, a bus gate has been secured from a development contribution to provide important access through a new residential housing currently in build. This will allow an improved bus service 98 to be re-routed through the area with the minimum of additional running time.

In Hastings we have promoted a draft Hastings Local Plan proposal to provide a bus gate through an allocated development site off Harrow Lane. As well as offering improved access for new residents, such a scheme would ensure buses on routes 26, 98 and 100 would be able to avoid delays at the busy Harrow Lane junction, subject to TLP also being provided.

A further proposal identified in Hastings is the re-introduction of buses into the currently pedestrianised section of Queens Road in the town centre. This would need careful management due to the potential effect on pedestrians and businesses, particularly bars/eating places with outside seating. Such a scheme through would improve the journey time and reliability of the vast majority of cross town bus services, by eliminating the current circuitous routing. Buses are currently required to detour via Albert Road and Denmark Place to and from Hastings Station, adding around 2 minutes to each journey due to encountering further junction delays and frequent seafront congestion.

In Eastbourne there is a planned bus gate scheme at Sovereign Harbour. This would achieve a doubling of bus frequencies without increasing bus resources, with both North Harbour and South Harbour served by the service routing. Whilst the scheme is funded, is subject to the consent of the landowner before it can proceed.

5.9 PARKING POLICY

Illegal parking on-street causes unnecessary congestion and can seriously hinder passengers' ability to board or alight from buses. Stricter enforcement of parking regulations therefore has wider benefits than assisting bus services to operate to time.

Brighton & Hove Buses have shared their experience of funding a Parking Enforcement Officer for the Brighton Parking Scheme. This has allowed additional resources to be targeted to tackling parking infringements on bus routes in the City. This is an initiative we would like to pursue in East Sussex in the areas of Lewes, Eastbourne, Hastings and Rother, where civil parking schemes are in place.

A particular issue to be faced is the very low level of on-street parking enforcement in Wealden District, which is yet to adopt civil parking enforcement. Not only does this encourage greater car use and therefore increase congestion, this effective widespread availability of free on-street parking further hinders the viability of bus services.

Providing car drivers and their passengers with a range of alternatives to having to park in town centres is important and the provision of 'mini' park and ride services using existing facilities will be pursued.

An integral component of encouraging bus use is the availability, cost and location of parking places. There is a balance that can be reached in ensuring the continued support of local business, retail and leisure areas whilst encouraging greater bus travel and active travel as an alternative to car use.

Table 5-11 describes the parking places currently available and their daily charges at key locations across East Sussex.

Table 5-11 - Current Parking Locations and Price Ranges in East Sussex

City/ Town	Total no of local authority short / med stay spaces	Total no of local authority long stay spaces	Daily cost of all day in on street parking bays	Total number of off-street spaces in public car parks excluding P&R	Daily cost of all day parking in long stay public car parks
Lewes	952	146	£3 & £12	1243	£2-£7.90
Eastbourne	571	1493	£7.80	2631	£3.50-£16
Hastings	66	429	£3.90	2741	£5.50-£9
Bexhill	510	401	£2 & £4	DNA	£2-£5
Battle	17	0	N/A	DNA	£3-£5
Rye	148	0	N/A	DNA	£2-£10
Wealden	DNA	DNA	N/A	DNA	DNA

DNA – Data Not Available

5.9.1 PRICING OF PARKING

To encourage increased bus patronage, especially by those making single occupant journeys, the cost of daily parking should be more expensive than using a bus. Where possible drivers should be encouraged to use off-street parking places freeing up road space for buses, pedestrians and cyclists, ideally with lower charges at the periphery of an area with the possibility of park and ride/stride/cycle for the last few kilometres of any journey. It can be seen from the Table 5-11 that each town has a wide spectrum of daily parking charges ranging from £2 up to £16 off-street and between £2 and £12 on-street.

5.9.2 PARKING STRATEGY

Parking places should ideally be off-street where possible to enable available road space to be used for vehicles and pedestrians, in particular buses and cycles. As part of the BSIP, surveys will be carried out along key bus routes to determine where this may be possible. The quantity and purpose of parking places will also be reviewed to ensure that the parking that is available is in the appropriate place and meeting priority needs, such as blue badge holders.

Reviews of parking places and charges, including permits and season tickets, will be carried out by ESSC in support the BSIP to ensure parking policy does not discourage bus use. This will inform the development of a parking strategy that should be a cohesive County, District and Town Council approach to ensure all strategies align across the varying layers of councils.

5.9.3 MANAGING THE HIGHWAY

The way street works are planned and managed, be they routine road and tree maintenance, highways project or utility works, have a significant impact on the operators' ability to be able to run services reliability and punctually.

The County Council recognises these concerns and, through East Sussex Highways, will be increasing its efforts to plan and manage works in ways to minimise impacts on bus services. This to include:

- Working with bus operators at an earlier stage of planning works;
- Avoiding where possible, peak periods and school term times;
- Allowing buses through the works wherever possible;
- Improving traffic management arrangements to minimise delays to bus services;
- Improving enforcement of street works permits;

- Greater use and sharing of network intelligence systems.
  East Sussex Highways use 'one. Network' which brings together sources of network intelligence from local, regional and national highway authorities as well as the Department for Transport. This is primarily for network management, but we will expand the tools used to automatically detect and avoid clashes between roadworks and the bus routes to create, adjust and manage bus route disturbances in scheduled and real-time.

  Wider sharing of the one. Network system will help to minimise disruption to bus routes and thereby reduce passenger frustration, as well as addressing the communication challenges between bus operators, the highways authority and the utility companies and their contractors.

  Bus operators will have the ability to create bus diversion routes in an interactive mapping environment and check for clashes with other planned works or restrictions such as low bridges and easily communicate changes to bus routes (e.g. through a data API) to systems and passenger information websites, so that all involved – passengers and local authority and utility company operational teams – have the same consistent information available in real-time.

  The benefits expected are better coordination of works (so that routes are not affected by multiple works simultaneously), better planning of workarounds (to reduce diversions and bus stop closures), better information about the actual and not just planned works and less administration so that the task of managing the works is approached consistently across authorities and utility companies.

BSIP Proposal 6 - Increase bus priority measures

The bus corridors will require the implementation of bus priority measures and these will be introduced through one or more of the following methods:

- Physical bus priority – i.e. bus lanes, bus gates or bus only streets; or
- Virtual bus priority – selective vehicle detection at traffic signals, with automatic vehicle location systems giving higher priority to buses incurring greater delay, based on RTIG data standards.

Complementary policies will also be introduced, including:

- Parking management strategies for bus routes, to include the consideration of junction protection, red routes, bus stop clearway markings wherever feasible and bus layby infills/build outs;
- Building on Brighton & Hove Buses' previously successful funding of a parking enforcement officer in Brighton, pursue funding to provide additional officers in appropriate areas of the County;
- The provision of safe access routes to bus stops serving new developments, which may include bus gates;
- The reintroduction of selected bus routes into pedestrian priority areas, e.g. in Hastings;
- Review of car parking charges, to make the bus a more attractive choice for journeys; and

- Improved enforcement of existing bus priority measures, e.g. the scope for ANPR enforcement of the A259 Peacehaven to Saltdean bus lane;
- Develop proposals for upgrading a car park at Peacehaven to facilitate Park & Ride.

BSIP Proposal 7 - Highways Management

ESCC and the bus operators will adopt a new approach to street works affecting bus routes, supported by best-in-class technology, to streamline the planning, execution and closure of works and keep passengers informed throughout.

5.10 MAKING FARES SIMPLER AND LOWER

5.10.1 LOWER AND SIMPLER FARES

We appreciate that the range of well discounted fares is generally sophisticated, but we believe it could be made easier to understand. For longer journeys, fare charts remain complicated, for example the service between Brighton and Eastbourne has 11 different one-way fares. However, reducing the number of fares could easily increase fares for many users, thus operators are working with data/app providers to supply open fares data alongside journey plans in view of the move to cashless payment.

Whilst discounted season-type tickets offer good reductions on single or return fares, their value for money usually depends on regular daily use. For those passengers who travel fairly often, but on an irregular basis, the availability of multi-day capping to provide discounted fares across all return ticketing options would be highly beneficial, in particular to encourage bus usage as we recover from the Covid-19 pandemic.

It is important that better value area-based ticket schemes are developed for smaller towns and rural areas too, which in the main do not benefit from such schemes. This is particularly important for our proposals to significantly improve bus services across the County.

A flat rate fare applies on Stagecoach's Eastbourne bus network and we believe it will be beneficial to introduce a short hop fare to encourage the more bus use.

It is important to offer attractive fares and tickets to families and groups, so to discourage car use. Stagecoach, Brighton & Hove and Metrobus offer tickets aimed these passenger groups, and such schemes need to be more universally available across all operators in East Sussex and promoted appropriately.

Particular emphasis will need to be placed on encouraging take up of the greater availability of evening and weekend services proposed. Schemes such as Stagecoach's £3 anywhere after 6pm should be extended across all operators services.

Stagecoach, Brighton & Hove Buses and Metrobus promote their apps as an easy way of pre-booking tickets, often at a discount. It would be useful for passengers if notifications through these apps could be made when a reduced fare has been applied or when a reduced fare can be achieved if more journeys are undertaken.

For ease of use, 'tap-on, tap-off' has several benefits such as the ability to apply fare capping and speeding up the boarding process on buses and is gradually being introduced in East Sussex, for example it has been available for two years on Metrobus and Brighton & Hove Buses. We believe this should be available on all operators' services.

Together, with our local authority partners and operators we will develop simpler ticketing offers that are attractively priced with the application of a subsidy to the current fare offering to deliver an offer to the travelling public that makes bus use far more attractive. These will include products which ensure better value for families and other groups travelling together. The award of funding will allow the LTA to administer shorter term fare subsidies (that are expected to reduce over time as demand increases) to reduce the burden of revenue risk to operators.

BSIP Proposal 8 - Improving and simplifying Fares

- Funding (Subsidisation of fares) to lower fares across the county
- Tap-on and tap-off for contactless payment with fare capping on all services;
- Simplified yet sophisticated ticketing provided through the use of modern technology (including multi-day and weekly fare capping applied automatically to users and notified of the savings that they have captured through their increased usage of bus services)
- Operators to commit to clearer explanation of fares and ticketing schemes, including on their websites;
- Attractively priced new area ticketing schemes that benefit smaller towns and rural communities;
- Improved availability of ticket schemes aimed at families and groups;
- The extension of schemes to encourage take-up of evening and weekend services;
- Introduction of 'short hop' fares;
- Simplification of fare structures where possible.

5.10.2 YOUNG PEOPLE

There is consensus that it is important for bus travel to be affordable for children and younger peoples so that they can access education, training, jobs and sports/social activities. All bus operators currently offer half fare discounts to under 16s on a commercial basis and, as well as participating in the inter-operator Freedom ticket scheme, the main bus operators offer various schemes to young people over the age of 16 too.

However, we feel it is important to offer greater discounts, and to older age groups too. Not only will this help with the burden of cost to 16-18 year olds still in full time education, but it will also help to encourage the continuation of bus use into later life.

We are setting out to make a major change by negotiating with the bus operators to enter into a concessionary travel scheme in East Sussex. We want this to cover the West Sussex and Brighton & Hove LTA areas too, so we are in discussions to take this forward as potentially a joint scheme.

Our intention is for a scheme for with age bands, with initial annual past costs as follows:

- 11-15 year olds, with an unlimited bus travel offer of £250 per annum;
- 16-19 year olds, with an unlimited bus travel offer also £300 per annum;
- 20-25 year olds, with an unlimited bus travel offer of £325 per annum;
- 26-30 year olds, with an unlimited bus travel offer of £350 per annum;

Table 5-12 - Young Persons Fare Scheme Reimbursement Cost Table

Age Range	Pass Cost	Eligible Population	Estimated Uptake Range			Net Cost Estimate	
11-15	£250	32,600	7,000	to	10,000	£1,700,000	£2,500,000
16-19	£300	23,230	3,000	to	5,000	£700,000	£900,000
20-24	£325	23,500	1,250	to	2,000	£250,000	£500,000
25-29	£350	27,000	1,750	to	2,500	£350,000	£600,000
		106,330	13,000	to	19,500	**£3,000,000**	**£4,500,000**

Setup costs to be an estimated £300k to get products ready and get back office setup then £25 to £50k pa management. Costs to be shared across authorities.

The age bands from 16 onwards are purposefully aligned with Railcard age groups. A significant element in establishing a discounted bus fares scheme for young people is the creation and administration of a proof of entitlement ID card. A further concern is that even with such a card, the ID card acceptance will be likely to be limited to confines of a local transport authority, with coverage often misaligned with bus journey use. To address these concerns, the County Council would like to follow up on the following idea put forward by Stagecoach South East which has the support of Brighton & Hove Buses and Metrobus.

We are proposing to the Department of Transport to pursue our proposal for these young person's railcard products to be refocussed instead as a public transport card for each respective age group. We think this approach is consistent with the aims of Bus Back Better and would provide the following advantages:

- A nationally available proof of identity card for young people using trains and or buses, regardless of area;
- Access for young people to the current age verification technology which allows applications to be administered online in as little as a few minutes;
- The ability for individual local transport authorities to implement their own specific bus travel discounts in their area, within the framework of these specific age groups.

The railcard framework would not be meant as a replacement where a LTA's own concessionary scheme is limited to, say, young people in full time education, as this would require a different verification arrangement.

It should also be noted that each railcard has an annual £30 charge, though ways for individual authorities to subsidise this cost could also be explored using a discount code arrangement.

This railcard proposal is at any early stage, though we think the intent to tackle this long-standing issue by way of a regional or national approach should be pursued. The County Council has shared this proposal with other LTAs through the Association of Transport Coordinating Officers.

Going forward, we also see the opportunity for an integrated young person's travel encompassing buses and trains.

BSIP Proposal 9 - Reductions for those aged under 30

- The introduction of a new concessionary travel scheme for young people more attractive and a common format throughout East Sussex, West Sussex and Brighton and Hove;
- Based on age bands from 11 to 15, 16 to 19, 20 to 24 years, and 25 to 29 years (inclusive);
- Aligned with Young Persons Railcard age bands with the proposals for a reconfigured national public transport card scheme for young people, potentially led by the Department for Transport;

5.11 SEAMLESS AND INTEGRATED LOCAL TICKETING BETWEEN OPERATORS AND ACROSS ALL TYPES OF TRANSPORT

Whilst existing schemes such as the KeyGo initiative and PlusBus are welcome, we would like to see a comprehensive Account Based Ticketing (ABT) system covering both East and West Sussex and all age groups which ensures that passengers are comprehensively informed about cost and journey saving potentials and about the savings made on booked journeys. This also has the potential to negate the need for 'proof of age' requirements such as special cards etc.

Such seamless through ticketing between public transport modes will require co-operation from rail operators which we hope will be forthcoming as it will significantly improve the attractiveness of multi-segment journeys.

Some integrated local ticketing schemes are available between bus operators in East Sussex. Apart from the Discovery ticket scheme, two other examples include between Metrobus and Compass Travel between East Grinstead and Forest Row and Lewes Rover tickets. We will work to increase the awareness of these scheme and introduce similar arrangements extended to cover all section of common routes between bus operators.

Discovery Ticket Expansion

The Discovery day bus ticket allows unlimited travel in West Sussex, East Sussex, Brighton & Hove, East Hampshire, Surrey, Kent and Medway. We would like to build on this ticket by having tickets available for longer time periods, with the whole available to purchase on a countywide or regional app, which having a universal back office commissioned by the DfT will help to achieve.

We are supporting Brighton & Hove Buses and Metrobus, along with our partner LTA West Sussex County Council, who are leading on discussions to bring to reality our shared vision of a "Rail PlusBus + Discovery" regional ticket", with the assistance of colleagues at Traveline Information Limited. This proposal is not only backed by our larger bus operators, but also by our smaller operators including Cuckmere Buses who, as a community transport operator, also see real benefits in such a product helping to encourage leisure based travel.

Cuckmere Buses earlier this year, with the support of other bus operators, the County Council and Polegate Town Council, instigated discussions with Govia Thameslink Railway on promoting bus and rail leisure travel options. These align with our proposals to significantly improve marketing and promotion of leisure and tourism bus travel opportunities across the County, including working with venues and attractions to secure discounted rates for those using public transport.

BSIP Proposal 10 - Integrate ticketing between operators and transport modes

- We will together expand existing apps for multi operators or, alternatively, introduce a comprehensive Account Based Ticketing system to cover both West and East Sussex;
- Ensure integrated ticket availability between all operators on common sections of route;
- Undertake feasibility to introduce a countywide or regional app – reimbursement to operators to use the proposed DfT back office system;
- Through tap on tap off systems, add multi day and weekly capping for key journeys;
- Ensure contactless payment for all local bus services, with the assistance of a funding pot to provide grants to operators to upgrade their ticket machines to enable all services to accommodate integrated and fast ticket transactions;
- Increase the coverage of PlusBus, subject to the necessary rail industry agreements, to cover more areas;
- Develop the Discovery ticket to offer multi-day provision, with a version also to include a rail add-on subject to the agreement of the rail companies;
- Improve the marketing and promotion available schemes, and also work with attractions and venues to negotiate discounted rates for those travelling on public transport;
- Introduce a 'one-stop shop' for all public transport products in East and West Sussex.

5.12 INTEGRATION OF SERVICE PATTERNS WITH OTHER MODES

Our approach to planning transport is to consider fully the 'doorstep to destination' concept, which will involve multi-modal travel for local and further afield trips. This will involve walking, cycling, rail and the potential for park and ride for cars.

A key element of ensuring good interchange is that between bus services, DDRT and the rail network.

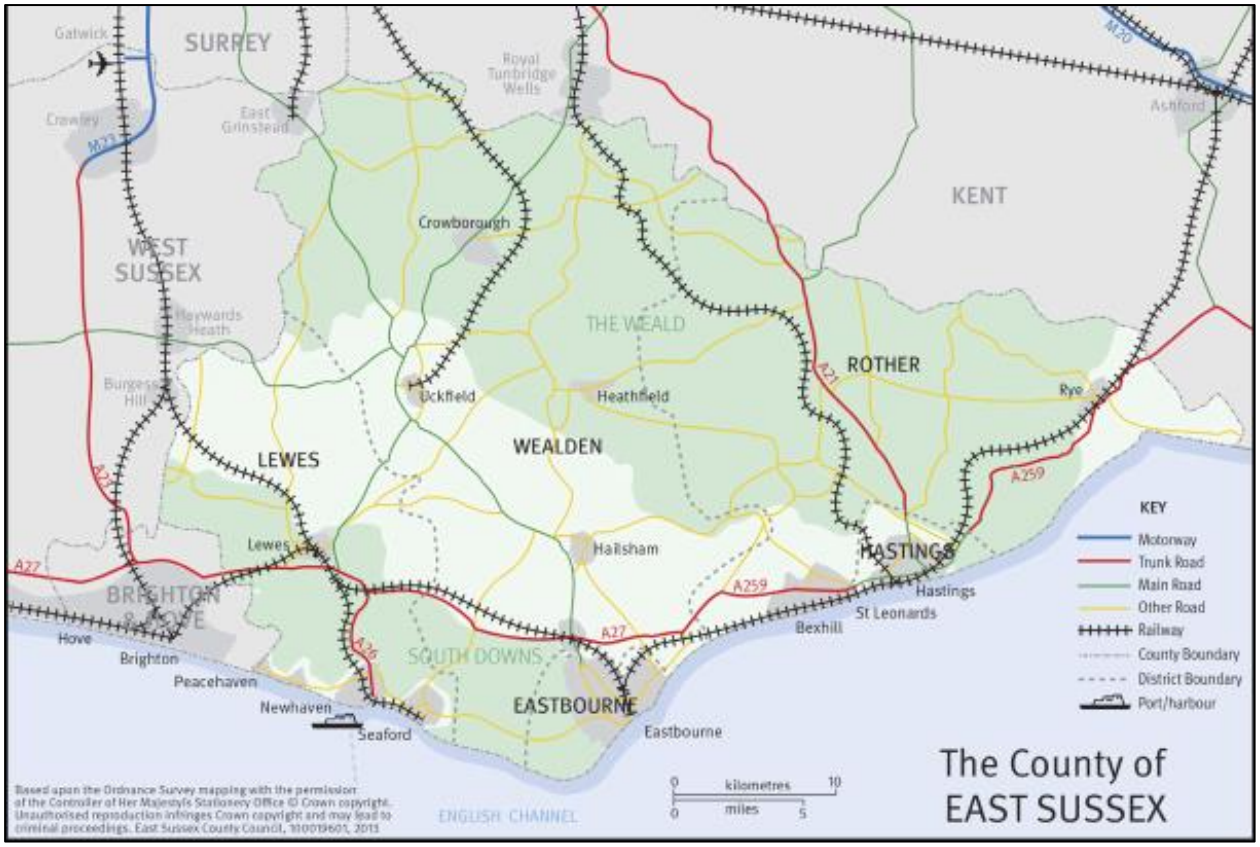
Rail services between London, Gatwick Airport and the south coast, including Brighton, West Sussex and East Sussex, are among the busiest and most congested in the country, carrying 3,800 trains every weekday. These include the lines serving Eastbourne, Bexhill and Hastings as well as the London-Tunbridge Wells-Hastings line.

The East Coastway provides strategic links between the coastal towns of Hastings, Bexhill and Eastbourne, and onwards via Lewes to Brighton. Connections are available at Lewes with the Seaford line between Brighton, Newhaven and Seaford. The line between Hastings, Rye and Ashford offers the potential for connections at Ashford with HS1 and also with international services.

The Uckfield and Crowborough line connects with London Bridge via East Croydon.

East Sussex is also served by the heritage lines of the Bluebell Railway and Spa Valley Railway. There is a total of 38 train stations in the county. A map of rail lines is shown in Figure 5-11 below.

Figure 5-11 East Sussex Rail Network



Good interchange between bus services and the rail network is crucial. We will work to ensure that bus services and DDRT are timed, wherever possible, to make good connections at key rail interchange locations such as Lewes, Uckfield, Eastbourne, Polegate, Bexhill, Hastings, as well as other stations including Rye, Battle, Etchingham, Wadhurst, Groombridge, Crowborough, Cooksbridge, Plumpton, Berwick and Newhaven.

The introduction of DDRT schemes across the County which will link with rail stations, as well as with other conventional bus services including routes on more frequent bus corridors. We have proposals for improved passenger infrastructure bus stops and key interchange points, including the establishment of new strategically placed mobility hubs.

We have identified the need for better working between the LTA, the bus and rail operators, and Network Rail. This will deliver more attractive and seamless public transport opportunities, with improved connections and better quality waiting facilities, including information provision.

BSIP Proposal 11 - Service patterns integrated with other modes

- We will improve the ease of transferring between different modes by:
- Reviewing bus routing and timetables to maximise opportunities for bus and rail interchange;
- Working with National Rail and the train operators to ensure stations continue to be developed as high quality interchanges and multi-modal transport hubs to include cycling, walking and other micro-mobility modes;
- Work with bus operators to standardise the carriage of “micro-mobility” devices on buses.

5.13 PROVIDING PASSENGER INFORMATION (INCLUDING RTPI)

BSIP engagement feedback confirms the importance of real time passenger information. For concessionary pass-holders, this was second only to improved availability of bus services.

It is important that future passengers (including lapsed and prospective ones) can access the information easily and in the way that they choose. Our policy is to prioritise the availability and reach of the information for all providers services collectively. Our approach is to make it clear that all services are ‘under the umbrella’ of a unified, planned network. this will ensure that the smaller operators who provide critical parts of the whole network are still visible

To enhance the integration of information and streamline delivery, our default approach will be to work with neighbouring and sub-regional affiliations of authorities for procurement, specifications and system development.

Making information available more widely in real time is not the only way in which we will give passengers better information about the operation of their service – we will manage the future bus network better by utilising technology tools to streamline the process of roadworks and diversions and most importantly of all, to inform passengers about what the arrangements are so that journeys are more predictable both looking ahead and in real-time. For example, East Sussex Highways use one. Network

5.13.1 RTPI DISPLAYS AT BUS STOPS



Service users value the reassurance of RTPI displays at bus stops, though their confidence in such systems diminishes if accurate information is not provided about cancelled or diverted services. We will work together with our system suppliers to reduce these occurrences, which will require new ways of managing and providing data.

Sign locations have been determined on the basis of bus stops with the most use with the bus operators input and supplemented with RTPI funding from development contributions where secured.

Securing permission for RTPI displays off the highway, such as supermarket bus stops and certain railway stations, has proved to be particularly challenging. We would welcome direction from the DfT to Network Rail to assist LTAs in achieving better RTPI provision. There are also occasions where there can be no suitable electrical supply, though we expect in future to utilise improvements in solar and battery power to negate these issues.

A particular design feature of the present displays is that they are free-standing units to be more prominent, thereby also helping to promote bus information to non-users to encourage greater passenger use. This though does increase the cost of each unit and associated installation.

We plan to continue to increase the roll-out of full RTPI displays to all key bus stops in East Sussex including, where appropriate to do so, information about rail services too.

The principle RTPI system in East Sussex is a joint partnership with Brighton & Hove City Council. The contract for the system is due for renewal in 2022 so work has commenced on how this will be replaced.

Our ambition is to provide bus passengers with access to RTPI at 80% of the County's 2455 marked bus stops, by way of one of the following methods and also considering the needs of visually impaired passengers:

- A large RTPI display also visible to non-bus users;
- A smaller RTPI in the bus shelter or on the bus stop; or
- A QR code plate mounted in the bus shelter or on the bus stop.

5.13.2 QR CODES AT BUS STOPS

We have explored proposals with potential suppliers for the supply of QR code plates which will offer smart phone users the ability to reach a 'landing page' for RTPI applicable to the individual stop. This will be an information platform too for service status alerts and other relevant information such as fares and ticketing.

Other RTPI Channels

We will collaboratively extend the range of technologies provided on-bus to make all buses 'smart' and smooth the flow of data between systems. Minimum requirements relating to 'next stop' audio and visual information will be exceeded by matching these with service integration and real-time disruption messaging to improve the passenger experience.

BSIP Proposal 12 - Providing Improved Passenger Information (including RTPI)

- We will implement progressive standards for the display of multi-operator, multi-modal information at bus stops, making the most of the prime locations to raise the profile of the bus network;
- We will make real-time information, 'push' notifications and ticket purchasing an integral part of all electronic and digital information sources;
- Accessibility details will be included as standard in all information sources and expanding alternative formats, making the network truly inclusive;
- We will expand the number of locations to receive displays and ensure that all such equipment is kept up to date in design terms;
- We will expand RTPI availability to 80% of the County's bus stops, by way of QR codes and/or displays;
- We will ensure that all operators show other operators' services on their websites and apps where such services overlap or form connections in line with the drive to ensure there is universal availability of inter-availability of tickets;
- The Council will work with operators to upgrade the fleet to the level of 'smart bus', where systems and data flows are integrated, automated and focussed on the passenger experience.

5.14 MODERN BUSES AND DECARBONISATION

Although bus operators are committed to working towards a low/zero emission fleet within the County, current operating conditions pose a challenge to investment in more modern vehicles. The existing local bus service fleet in East Sussex, i.e. buses operating services wholly or partly within the county boundaries, is summarised in

Table 5-13 excludes operators running schooldays only services. The table shows that only 22% of the current fleet is of Euro VI specification upon registration. Only 28% of the fleet is of the current Euro VI specification, including 6% which were retrofitted (by Metrobus and Brighton & Hove) to this standard. More than one-quarter of the fleet (27%) remains below Euro V specification, with 10% being Euro III.

Table 5-13 East Sussex Bus Fleet Summary (September 2021)

Vehicle type	Euro 3	Euro 4	Euro 5	Euro 5+ Retro	Euro 6	Euro 6 Retro	Total
COMPASS TRAVEL							
Midi		5	15		4		24
Single deck							0
Double deck							0
METROBUS							
Midi	12	17	19		35		83
Single deck	2		18		4	1	25
Double deck	1	33				6	40
STAGECOACH SOUTH EAST							
Midi	18		37				55
Single deck			14				14
Double deck	5	16	12	9	17		59
BRIGHTON & HOVE							
Midi							0
Single deck							0
Double deck			36	18	27	18	99
TOTAL							
Midi	30	22	71	0	39	0	162
Single deck	2	0	32	0	4	1	39
Double deck	6	49	48	27	44	24	198
	38	**71**	**151**	**27**	**87**	**25**	**399**
	9.5%	**17.8%**	**37.8%**	**6.8%**	**21.8%**	**6.3%**	**100.0%**

Both Go-Ahead and Stagecoach have corporate goals to achieve zero-emission fleets by 2035. We have already joined with Brighton & Hove Buses to promote proposals to convert the 37 bus Newhaven Depot to hydrogen fuel for a fleet of fuel-cell buses to operate the 12 and 14 group of routes, with funding from the Newhaven Town Fund already in place for the fuelling facility. We will continue to support this and other similar objectives.

In considering zero emission technologies and likely fleet expansion, we intend to use the planning process to secure sites if possible. This will include investigating the potential for shared operator depots, e.g. the scope for bus operators to share charging facilities with vehicles operated by East Sussex County Council and its partner districts and boroughs.

We will proactively work together to access funding opportunities to upgrade Euro IV and Euro V buses to Euro VI standard, as well responding to schemes to assist the introduction of new zero-emission buses. We will prioritise this investment on bus corridors and Air Quality Management Areas.

BSIP Proposal 13 - Invest in decarbonisation

- We will work closely to take advantage of any funding opportunities that may arise to introduce battery electric buses or hydrogen fuel cell buses, and for retrofitting to Euro VI specification. We will prioritise this investment on bus corridors and Air Quality Management Areas
- We will accelerate progress towards lower emission buses by creating a funding pool to award to bus operators, for the retrofitting to Euro VI specification of vehicles operating within Air Quality Management Areas, and for the introduction of zero-emission buses.
- We will work with operators to establish suitable locations for replacement/additional depots.

5.15 GIVING PASSENGERS MORE OF A VOICE AND SAY

We will establish an East Sussex passenger forum that is able to influence the direction of the BSIP and which is representative of those who use bus services in East Sussex.

5.16 WALKING ROUTES TO BUS STOPS

It is recognised that walking is important to the first mile, last mile element of people's journey by public transport.

The East Sussex's Local Cycling and Walking Infrastructure Plan (LCWIP), adopted in September 2021, establishes an ambitious proposed network of preferred cycling and walking routes and measures in specific areas of the County. The East Sussex LCWIP focusses on the coastal strip and larger market towns, where there is the greatest propensity to increase levels of groups.

The LCWIP is a live document and will need to develop and evolve particularly around the walking element. As the walking element evolves further emphasis will be placed on improving pedestrian linkages to bus stops and mobility hubs to improve the accessibility to the residential, employment and leisure trip attractors. To make walking attractive for those first mile, last mile journeys, these linkages will need to be direct, convenient and safe.

5.17 SAFETY, SECURITY AND INCLUSIVITY

Although there is no evidence that buses in East Sussex are any less safe than comparable areas in England, it is imperative that it is perceived to be safe too. This reality and perception also needs to encompass the waiting environment at bus stops. Clean and well-maintained infrastructure, effective lighting and up to date information are all important elements in providing assurance.

Much has been done to improve bus and bus stop accessibility, but this has scope for much further development. Brighton & Hove Buses are one of the few bus operators in the UK rated the top status of Leader in the Department for Transport Inclusive Transport Leaders scheme. Accessible travel highlights championed by them include:

- All buses are accessible for customers with wheelchairs, buggies and guide dogs
- Audio-visual announcements on buses
- Helping Hand Card, which lets drivers know when a passenger needs extra help
- Free Helping Hand exemption card for those who cannot wear face coverings
- Dementia-friendly floors
- Wheelchair Taxi Guarantee Scheme
- Part of the Safe Haven Scheme for passengers
- Hearing Loops

- Ticket discounts for carers
- Community Support Fund for local groups
- Building travel confidence for people with learning disabilities

Brighton & Hove Buses already work with some bus operators in sharing the knowledge and good practice. With their help, these are arrangements will be standard across all operators in East Sussex.

The following elements will also be integral to the BSIP:

- Driver training – safe driving, responses to incidents and reporting;
- Vehicle design and specification – CCTV, on-board announcements ;
- Bus stops – siting of bus stops, lighting, upkeep and repair, access routes
- Reporting – a variety of channels to report incidents and concerns,

BSIP Proposal 14 - Bus services that are safe and inclusive for all

We will establish an approach to increasing safety and inclusivity:

- Make safety an explicit part of the Enhanced Partnership with the bus operators to cover driver training;
- With the assistance of Brighton & Hove Buses, embrace best accessible travel practice across all our services;
- Include specific commitments to safety in the Bus Passenger Charter, to reassure that reported incidents will be investigated thoroughly, including through the use of on-bus CCTV;

5.18 INCREASING DEMAND RESPONSIVE SERVICES AND SOCIALLY NECESSARY TRANSPORT

5.18.1 THE ROLE OF DEMAND RESPONSIVE TRANSPORT

The National Bus Strategy recognises the important role that Demand Responsive Transport (DRT) can play in the creation of a holistic, integrated and efficient bus network and sets the challenge for local transport authorities to expand the availability of such services through their Bus Service Improvement Plans.

DRT is defined in the Department for Transport's *Future of Mobility: Urban Strategy* as:

> *A flexible service that provides shared transport in response to requests from users specifying desired locations and times of pickup and delivery. Dial-a-ride services scheduled through next day or advance bookings are a traditional example.*

Dial-a-ride, and similar forms of DRT, have operated in East Sussex for many years, particularly serving rural areas with limited or no conventional bus services, and/or elderly age groups. These are typically provided by community transport operators, usually with financial support from the County Council and/or the other councils . DRT has proven well suited to fulfilling these types of transport needs for particular groups in society and in specific geographic circumstances, and this is where most use of DRT across the UK has been to date.

An evolution of the term DRT often referred to by industry and government is Dynamic Demand Responsive Transport, which is also referred to as Digital Demand Responsive Transport (DDRT). In the *Future of Mobility: Urban Strategy*[Error! Bookmark not defined.], it is defined as:

More recent applications of demand responsive transport seek to work dynamically, adjusting routes in real time to accommodate new pickup requests often made minutes in advance.

There are several factors driving the growing interest in DDRT:

- New business models, such as driver-rider matching services (Uber, Lyft etc) and transport operators providing business-to-business transport services, selling transport services to other business/agencies, including employers, the NHS, etc;
- Government policy, strategy and funding opportunities, recognising the potential of DDRT to help plug gaps in public transport (whether spatially or temporally);
- Data and digital connectivity enabling greater uptake of DDRT services, for example, through the now widespread use of smartphones by consumers; and
- Declining bus use and changing travel patterns, which are likely to be accelerated by the impacts of COVID-19 and the increased proportion of the workforce now working from home for some or all of the week.

A graphical demonstration of how improving rural accessibility through the application of DDRT is shown in Figure 5-12 below.

Figure 5-12 Improving Rural Accessibility with DDRT services

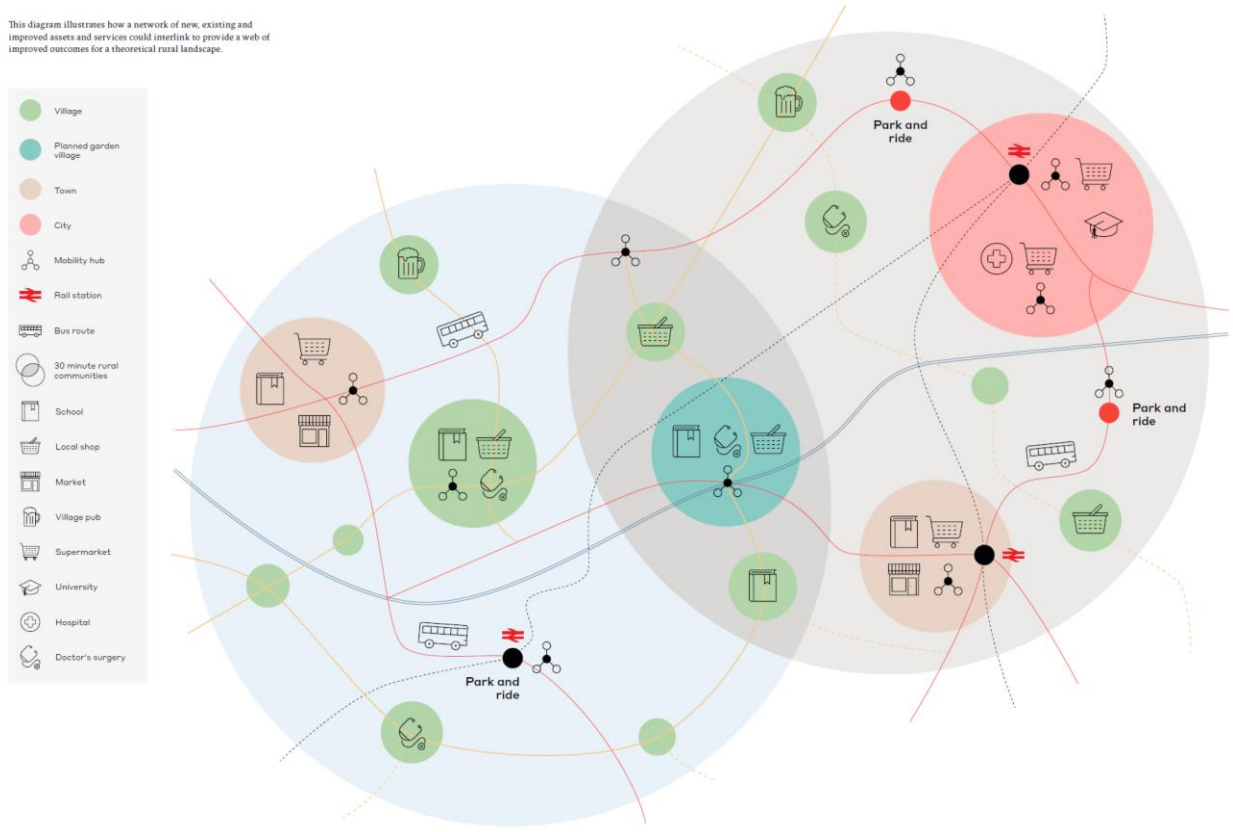


Illustration from WSP and Foot Anstey Future Mobility Report: The 30-minute rural community

5.18.2 POTENTIAL FOR DDRT IN EAST SUSSEX

We envisage a very extensive application of DDRT in East Sussex in order to create a step change in mobility opportunities in our smaller towns and rural areas. In total, we plan to introduce 13 schemes covering the whole of the County outside of Eastbourne and Hastings (though with two additional schemes serving areas of these two towns too).

With our implementation partner West Sussex County Council we have engaged with other authorities with similar schemes and a range of suppliers with the technical expertise to help us deliver our aspirations. Bus operators are sharing their operational knowledge in running DDRT services too, to help ensure success.

DDRT in East Sussex will be part of a seamless integrated bus network. It will connect with rail and bus services, at times and to places where conventional public transport is not available. We will use the advances in booking and scheduling technology to DDRT pre-booked by phone or through an app. Where a conventional bus service is able to satisfy the booking enquiry, the passenger will be directed to that service instead.

We expect fares charged for DDRT journeys will have a small premium compared with standard bus services. Concessionary pass-holders would be entitled to a free allowance of journeys of say 4 single journeys within a period of a week. Holders of bus and rail tickets would benefit from a significantly discounted rate, with availability of integrating ticket products covering bother DDRT and bus.

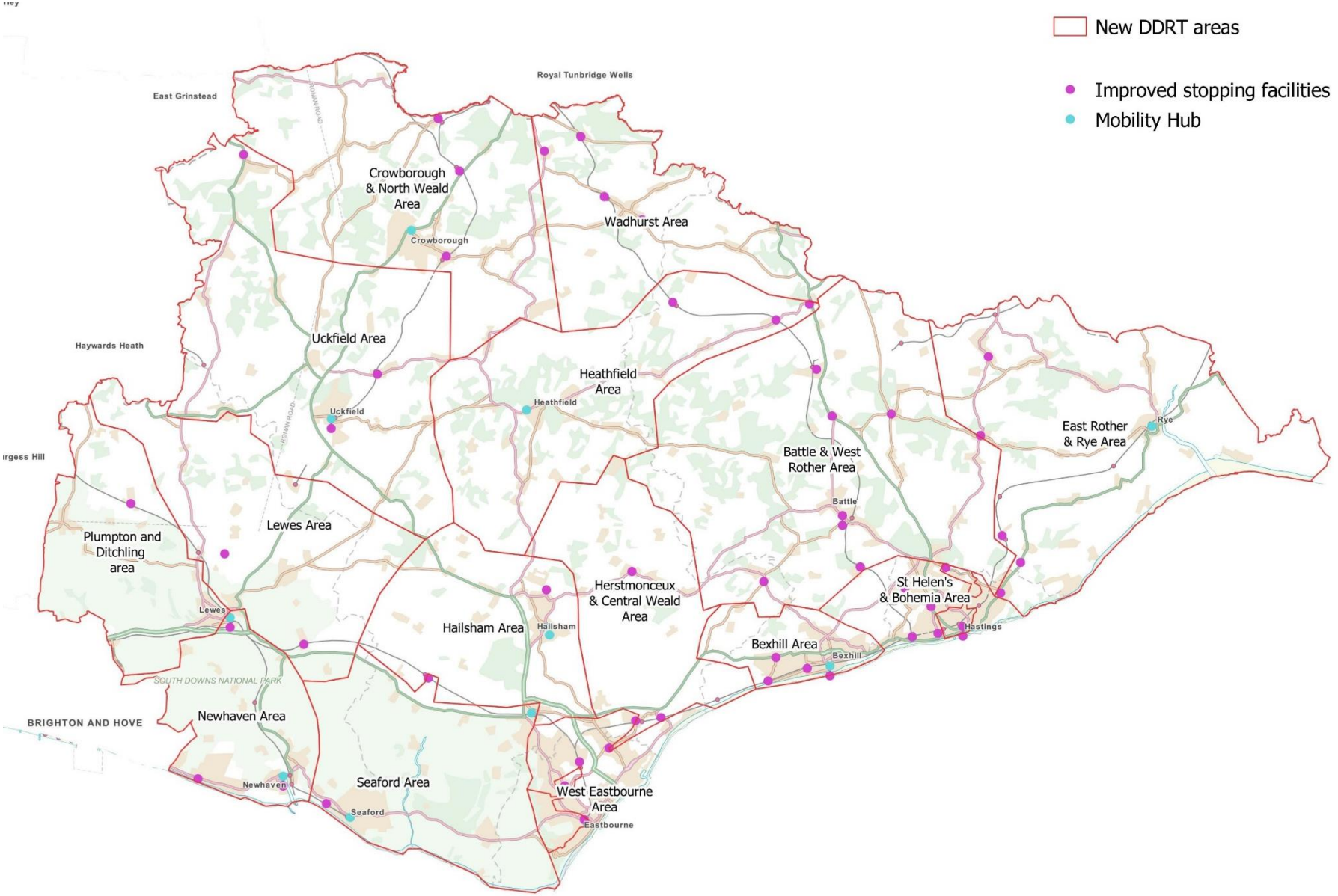
Some services would be wholly replaced by DDRT, and we will ensure that pricing in these areas takes account of this. A feature of this way of delivering services is it would only run when there is a booking made, thereby eliminating unnecessary trips. The DDRT would be operated by way of a minibus or shared taxi arrangement, depending on the expected demand within the scheme area.

More local engagement, research and detailed planning will be undertaken to establish the exact area of operation for each DDRT scheme, and the stopping points. The proposed DDRT areas are shown in Figure 5-13.

Our proposals are for the areas following areas:

- 1 - Plumpton and Ditchling Area
- 2 – Lewes Area
- 3 – Newhaven Area
- 4 – Seaford Area
- 5 – Hailsham Area
- 6 – Heathfield Area
- 7 – Uckfield Area
- 8 – Crowborough and North Weald Area
- 9 – Wadhurst Area
- 10 – Battle and West Rother Area
- 11 – East Rother and Rye Area
- 12 – Bexhill Area
- 13 – Herstmonceux and Central Weald Area
- 14 – West Eastbourne Scheme
- 15 - Hastings St Helen’s and Bohemia Scheme

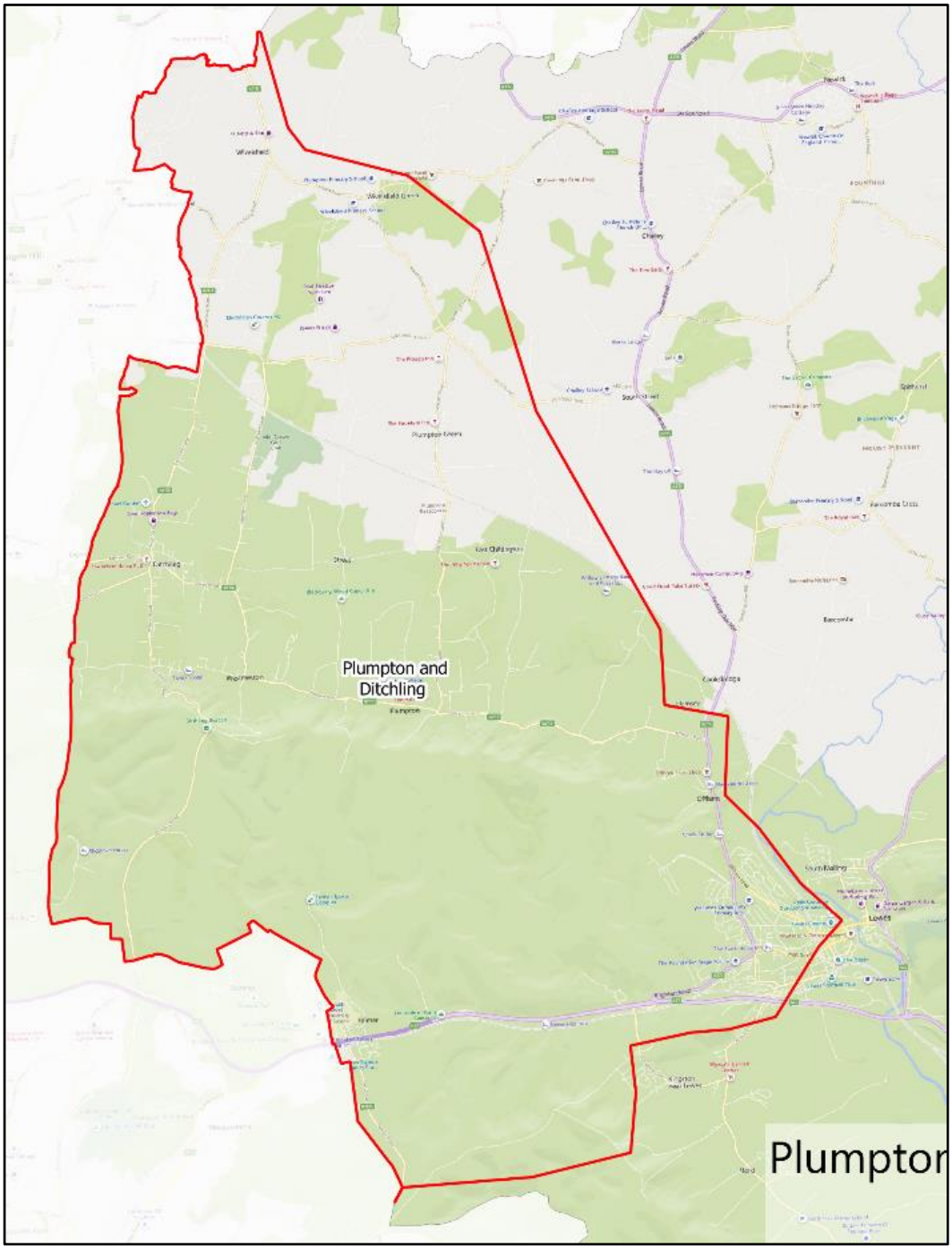
Figure 5-13 Proposed DDRT Areas



5.19 INDIVIDUAL DDRT SCHEME OVERVIEW

All DDRT schemes would be available seven days a week, including evenings. The maps are representative of the areas proposed for each scheme:

5.19.1 PLUMPTON AND DITCHLING



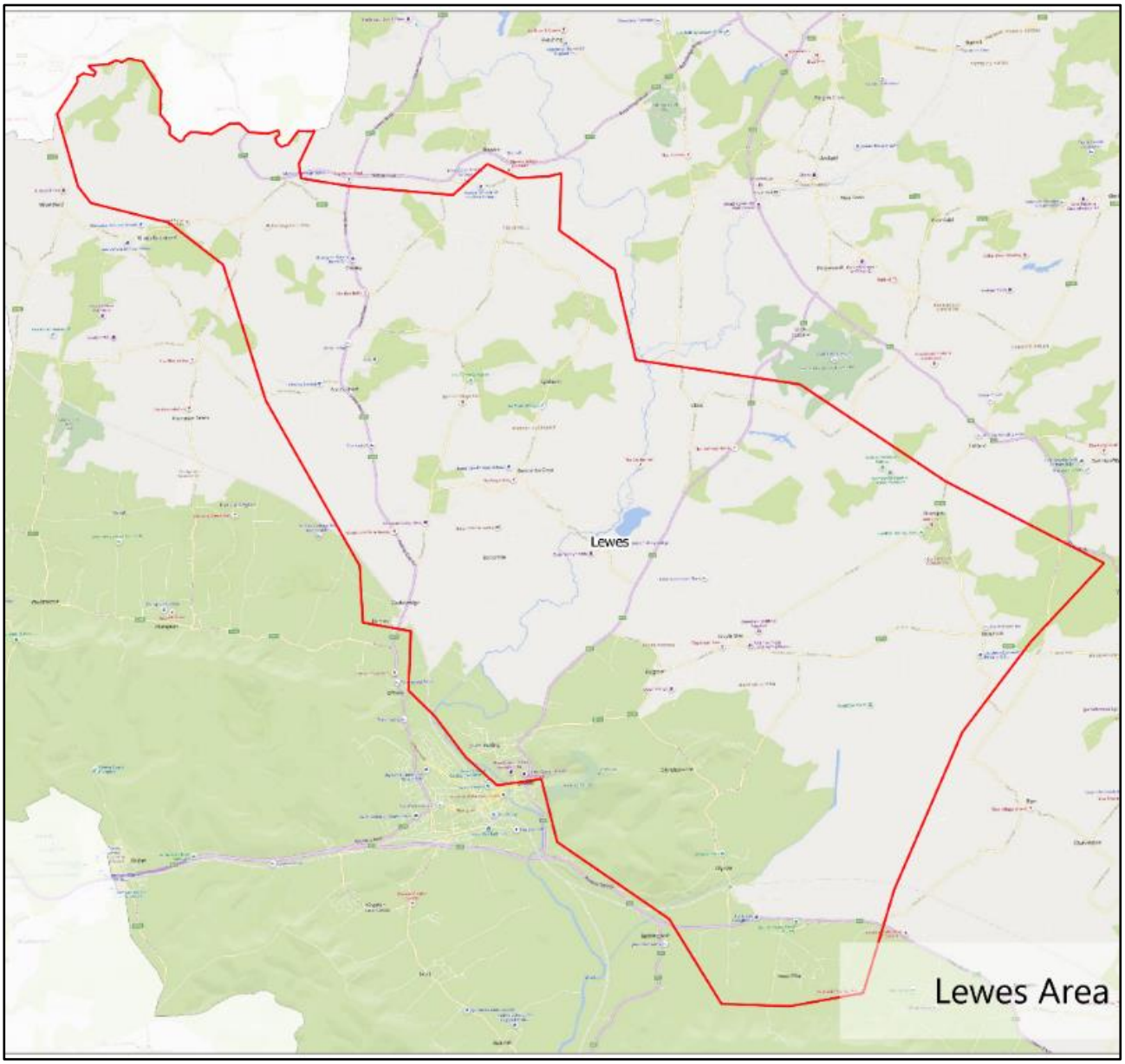
The current route 166 and more limited route 167/168 would be replaced by DDRT. Haywards Heath, the Princess Royal Hospital, Burgess Hill and Hassock would continue to be served when required, though with emphasis on connectivity with rail services and transport hubs and integration with other bus services. West Sussex County Council will consider alternative separate provision for school pupils who use service 166 locally within West Sussex. Separate provision would be made for Wivelsfield Primary school pupils.

5.19.2 LEWES AREA

The Lewes and wider area DDRT scheme would replace a number of existing conventional bus routes, including the Lewes town service with the exception of Landport (route 127).

The low level of use of service 122, with only Barcombe Cross being the unique part of the route compared to service 121, make it unfeasible to provide an improved frequency of service in a conventional form.

Current route 125 would be withdrawn with the DDRT serving the communities on its current route. Cuckmere Buses' Saturday route 25 would be expected to remain and might also be expanded to one or more weekdays if there was remaining demand for the service. A separate DDRT scheme would replace the current section of service 125 route between Selmeston and Polegate.



Whilst the Monday to Saturday daytime service 127 in Landport Estate would remain as a fixed route service, there is scope to replace the Malling section of route with DDRT. The whole of service 127 would be covered by a new evening DDRT service. CTLA's Sunday provision would also be maintained, possibly also by way of DRT.

Lewes Town routes 128, 129 and 131 would be replaced with DDRT. This will better reflect the level of use of these services and introduce a size of vehicle more suited to the Lewes estate roads.

DDRT would also replace the current service provision on route 143 in the Ringmer Springett Avenue/Harrisons Lane area. The Hailsham area DDRT would serve the Deanland Wood area.

The DDRT would offer new opportunities for train interchange, including at Lewes, Glynde and Cooksbridge, as well as being integrated with Brighton & Hove Buses route's 28/29 for onward travel including to Brighton, Ringmer, Uckfield, Crowborough and Tunbridge Wells.

5.19.3 NEWHAVEN AREA

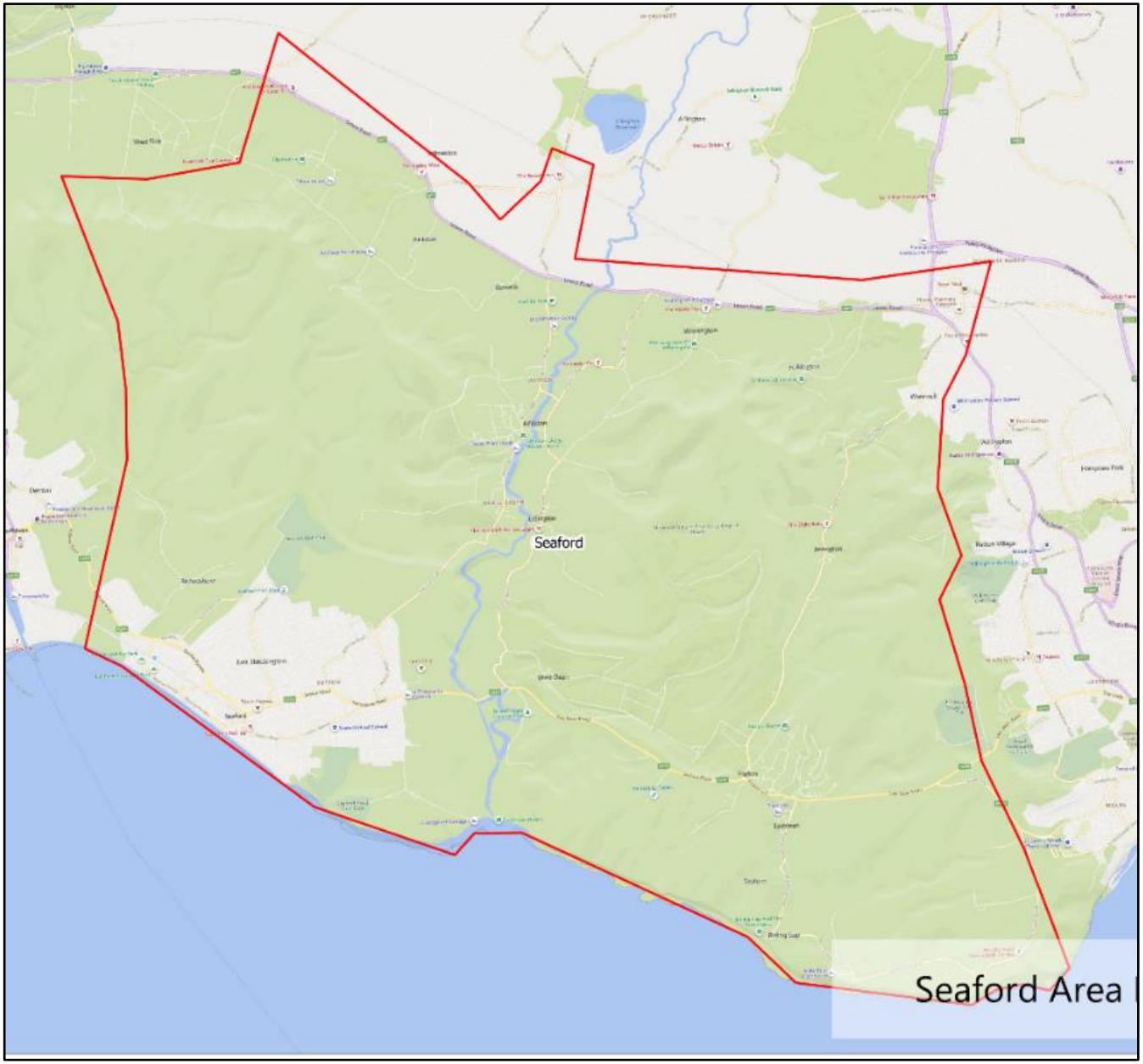
DDRT would replace services 145 and service 123 in Newhaven Valley Road, using a size of vehicle more suited to roads in the area. The provision would be integrated with Brighton & Hove's 12/12A/12X at the new Newhaven mobility hub, and train services at Newhaven station, as well as route 123 to/from Lewes.



5.19.4 SEAFORD AREA

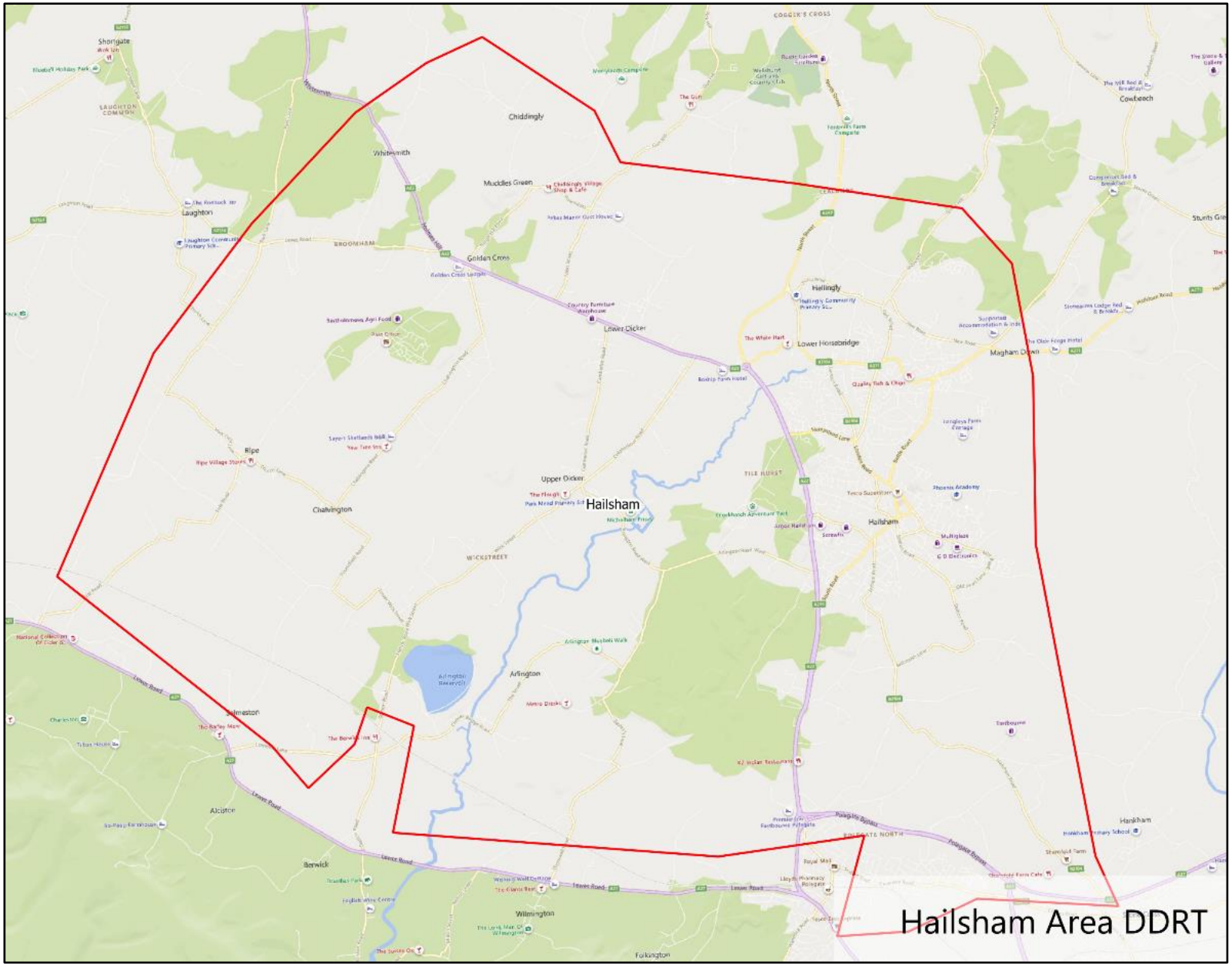
CTLA's current Seaford Monday, Wednesday & Friday dial a ride resource and the resource used on the current route 119/120 and 126 services would to be integrated so as to provide a Seaford area DDRT. The majority of current use of the dial a ride is for Morrisons shopping trips from areas of Seaford not served by bus. The provision would be integrated with Brighton & Hove's 12/12A/12X and train services at Seaford and Bishopstone stations.

Though a DDRT operating model is intended to be adopted for the 119/120/126 and dial a ride replacement, possibly some fixed route element might remain for busier journeys, including those used by school children.



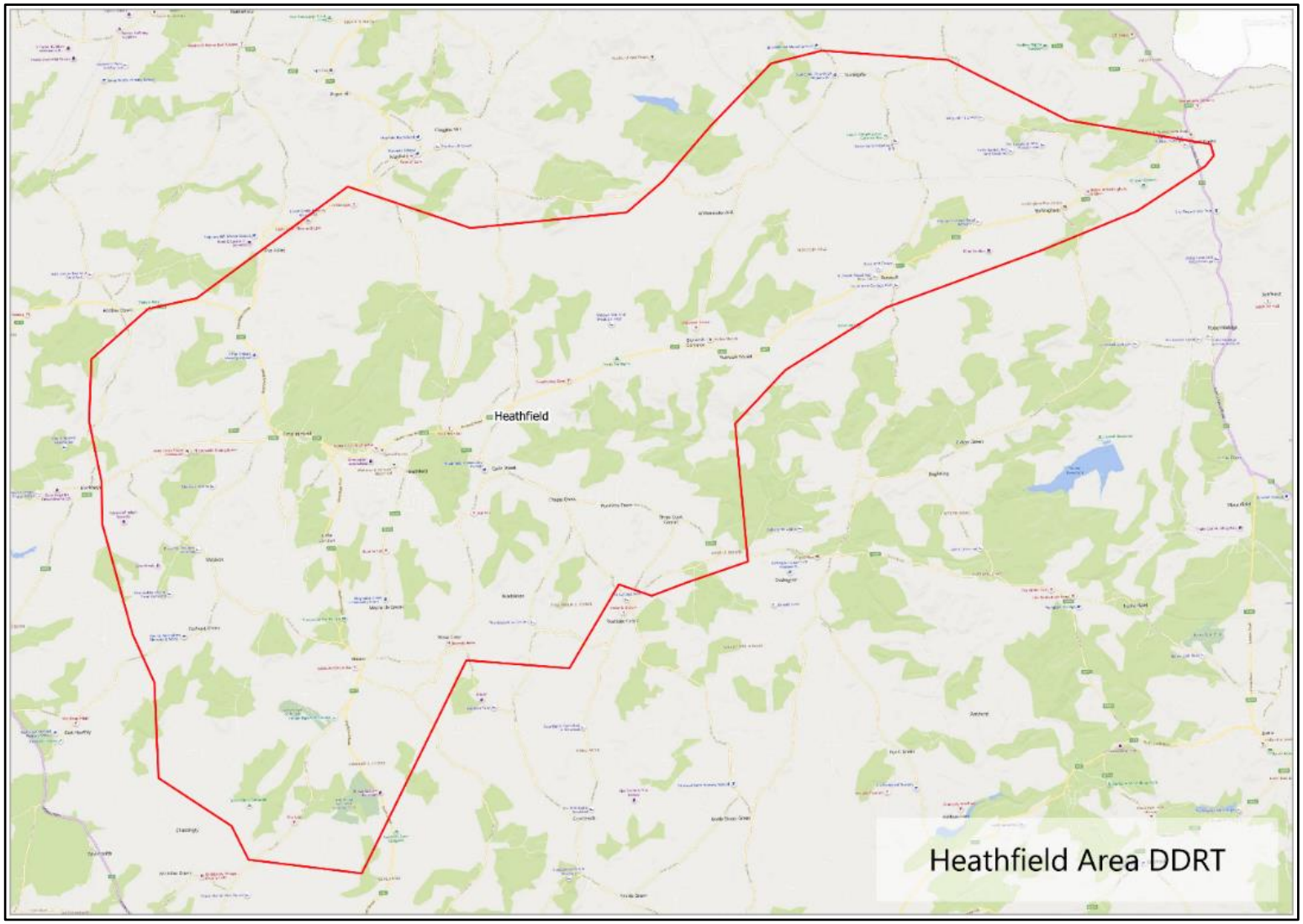
5.19.5 HAILSHAM AREA

The new Hailsham area DDRT would complement the limited existing rural provision in the area. It would also replace the route of the current service 143 in Deanland Wood. The DDRT would serve the new mobility hubs in Hailsham/North Hailsham and would be integrated with other bus services in the area. Berwick rail station would also be served.



5.19.6 HEATHFIELD AREA

The route of service 231 between Heathfield and Etchingham would be replaced by DDRT, with the area of provision also including Hurst Green and Stonegate. Seaford & District's schooldays service 331 would continue so as to cater for school pupils between Hurst Green and Heathfield College.



A new Heathfield mobility hub would offer attractive interchange between DDRT and an improved route 231 running between Heathfield and Uckfield, as well as Stagecoach services to/from Eastbourne and Tunbridge Wells.

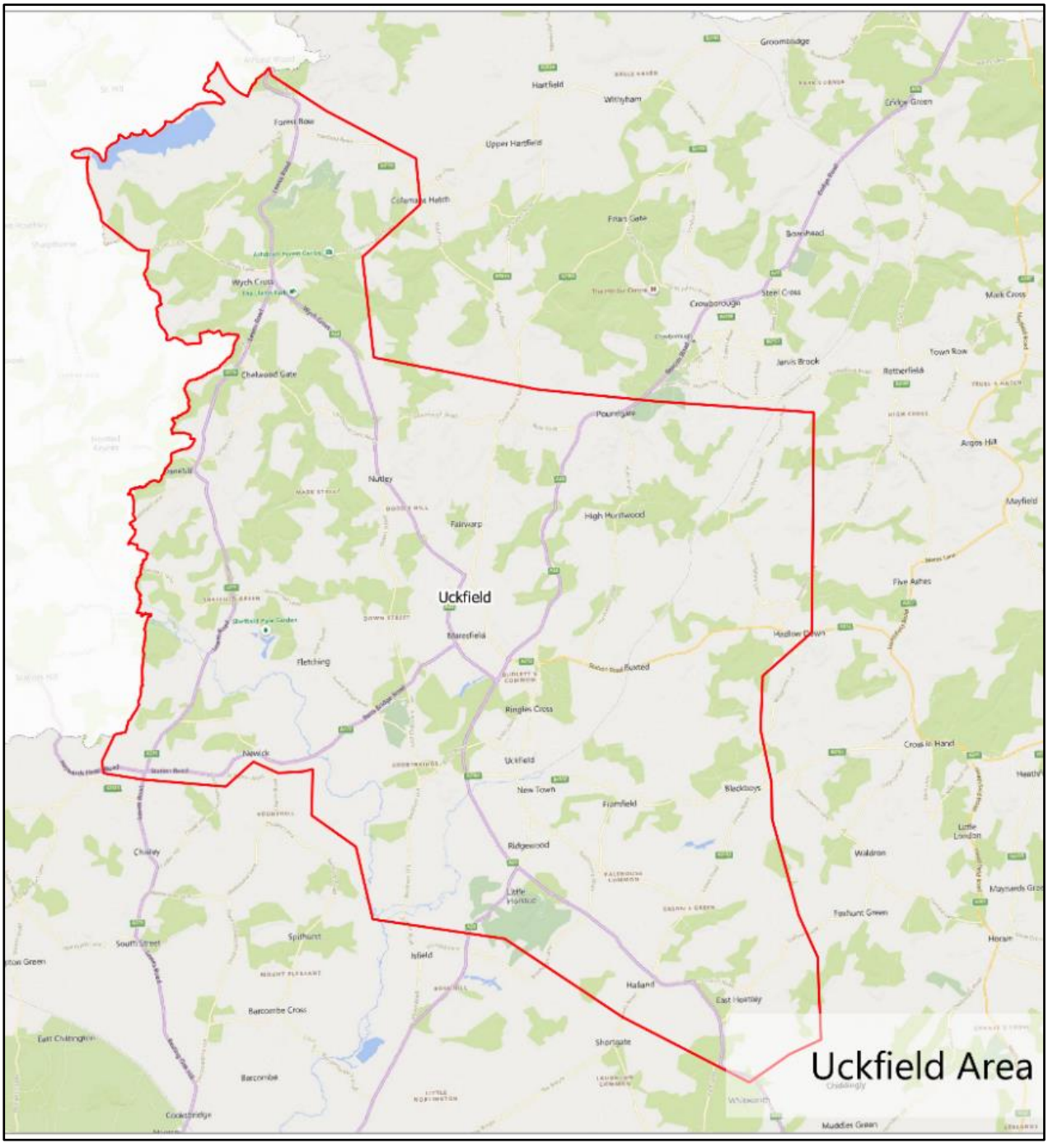
Service 225 would be replaced by the Heathfield area DDRT scheme and the Battle and West Rother Area DDRT scheme, with interchange between the two schemes potentially at Rushlake Green.

5.19.7 UCKFIELD AREA

Routes 246. 248 and 249 would be replaced by DDRT.

Route 261 would also be replaced by DDRT between Uckfield and Forest Row. Integrated connections would be provided at Forest Row with Metrobus services 270 and 291. Separate provision would be made for the needs of students attending Uckfield College.

The DDRT would serve the new Uckfield mobility hub, so offering integrated onward bus journeys links to destinations including Lewes, Brighton, Haywards Heath, Heathfield, Hailsham, Eastbourne, Crowborough, Uckfield and Tunbridge Wells. The DDRT would also offer interchange with trains at Uckfield and Buxted stations.

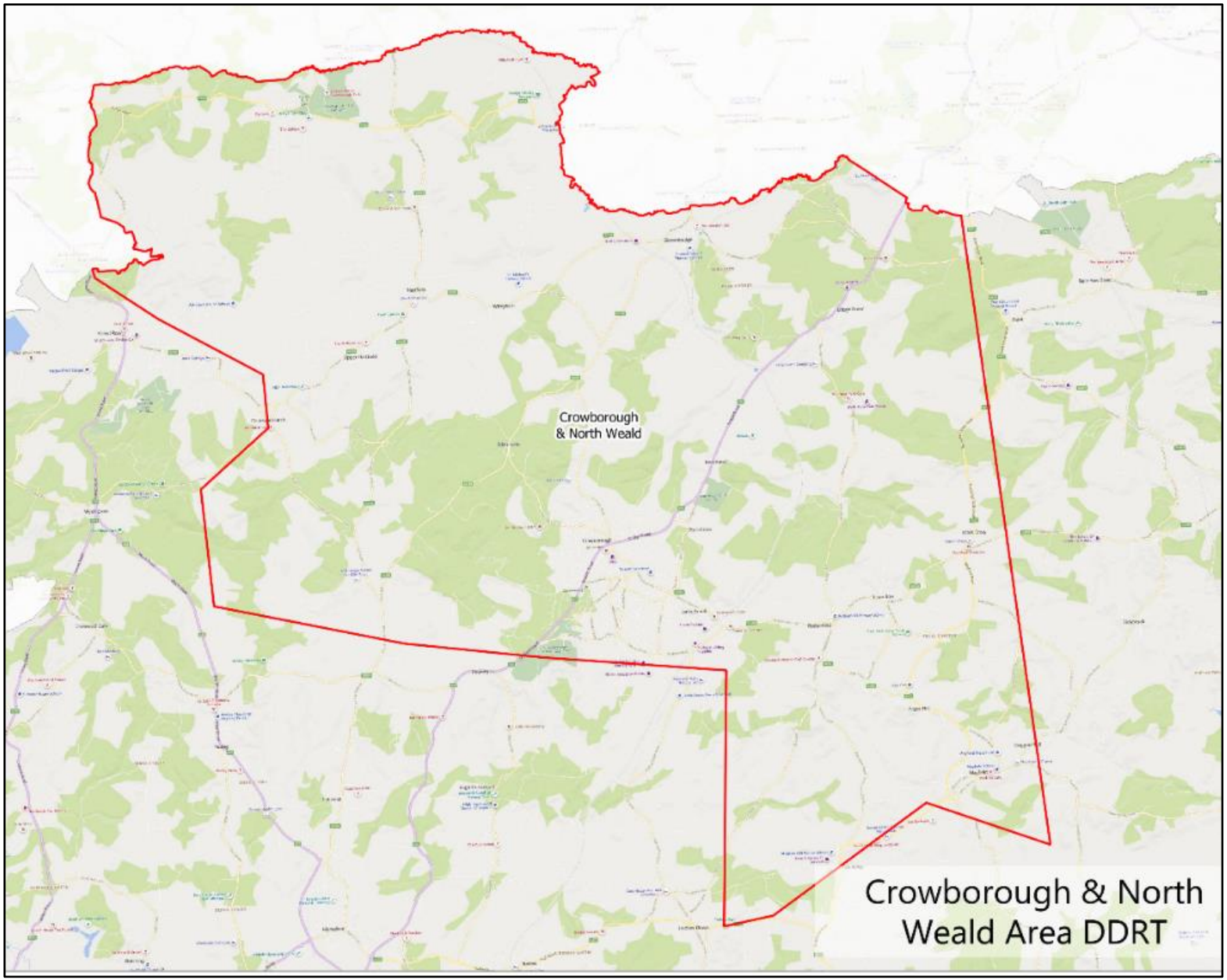


5.19.8 CROWBOROUGH AREA

Bus service routes 224, 226 and 228/229 would be replaced by DDRT.

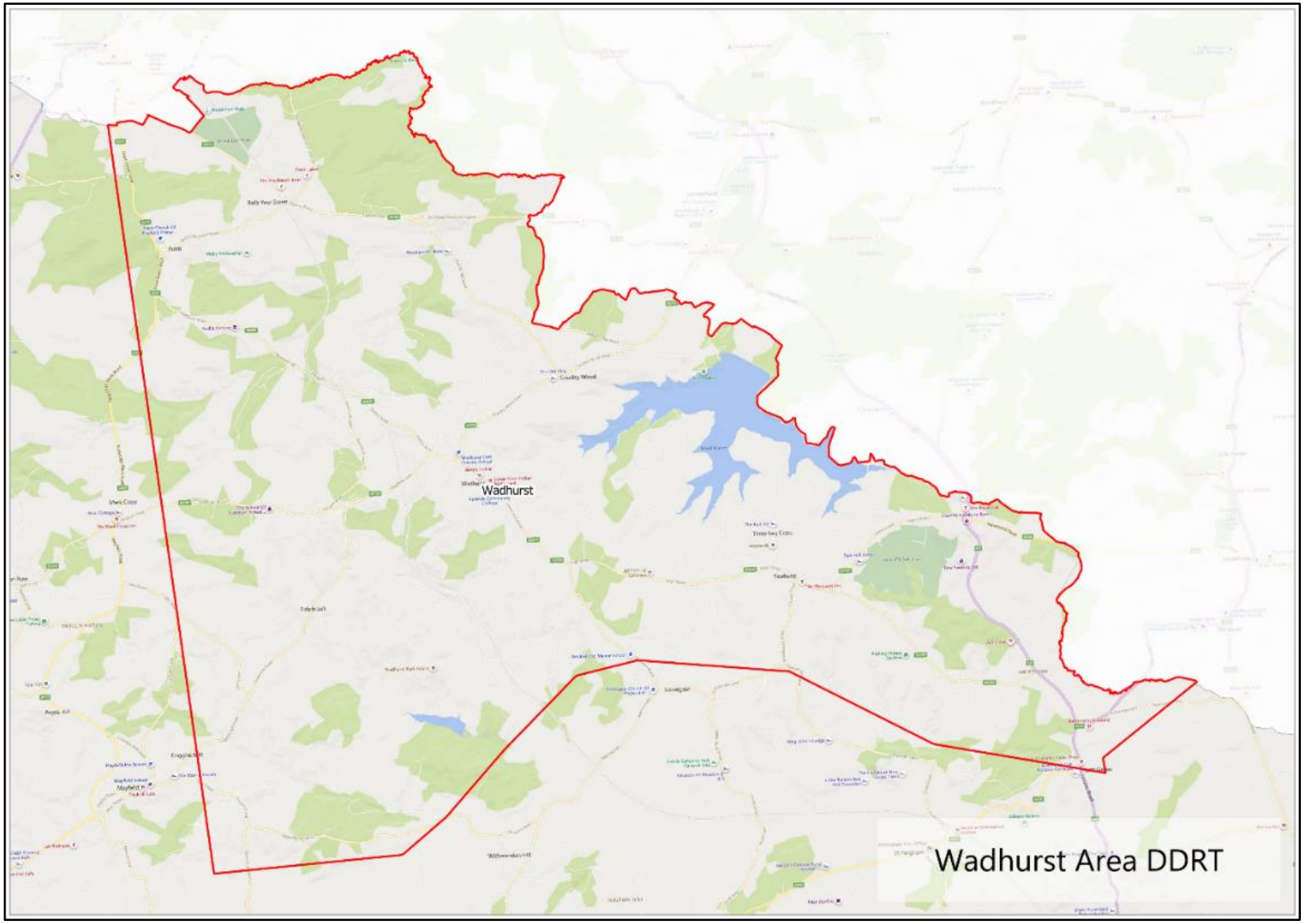
The 228/229 would be a Crowborough area service, with integrated interchange with improved Brighton & Hove Buses service 29 linking to Tunbridge Wells at the new Crowborough mobility hub. Kent County Council will be addressing alternative provision for students who use the 228/229 locally within Kent.

The DDRT scheme would also offer interchange opportunities with rail services at Crowborough, Eridge and Groombridge.



5.19.9 WADHURST AREA

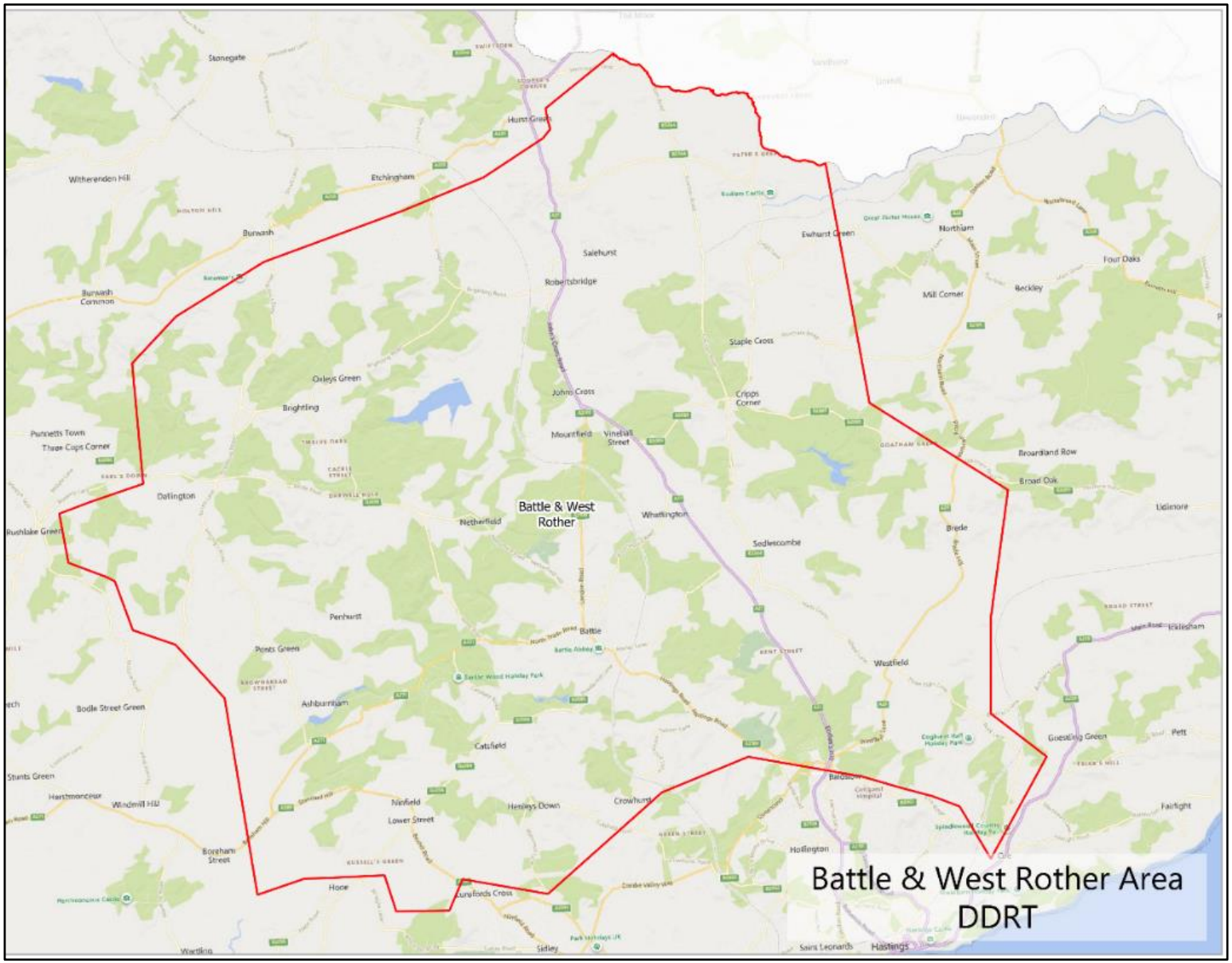
Wadhurst rail link route 354 would be replaced by expanded DDRT, which would provide train connection opportunities at Frant station too. The scheme would complement Autocar service 256 in East Sussex, as this route would remain 2 hourly for the time being. Route 224 between Best Beech Hill and Wadhurst would be replaced by the Wadhurst DDRT scheme.



5.19.10 BATTLE AND WEST ROTHER AREA

The new Battle and West Rother area DDRT would complement the limited existing rural provision in the area. This might also allow Battle Area Community Transport to re-focus their network to where there is more demand for timetabled services. Opportunities for trains connections would be available at Battle and Robertsbridge.

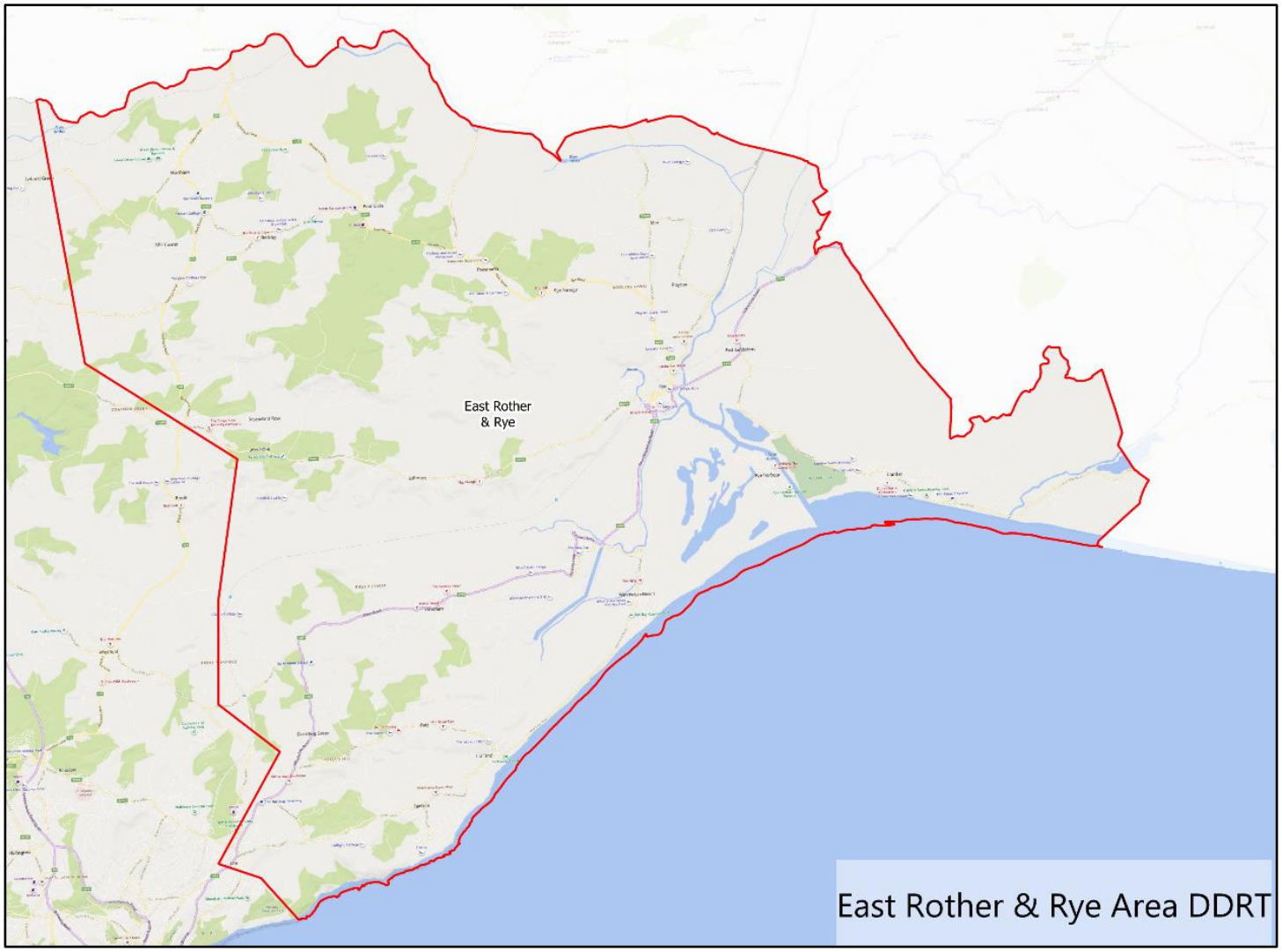
The DDRT would be integrated with other bus services in the area, including opportunities for interchange at Battle Stagecoach's routes linking to Bexhill, Hastings and Hawkhurst; and at Ninfield to Eastbourne, Hailsham and Bexhill.



5.19.11 EAST ROTHER AND RYE AREA

This DDRT would be conjunction with Rye & District Community Transport's well established dial a ride provision, with the expectation of offering expanded coverage.

DDRT would replace current route 347 in Pett, though separate arrangements would be provided for school children where needed. DDRT would provide Pett residents with interchange at Guestling Green to bus service 100 for onward journeys to Hastings, or to train services at Three Oaks Station.

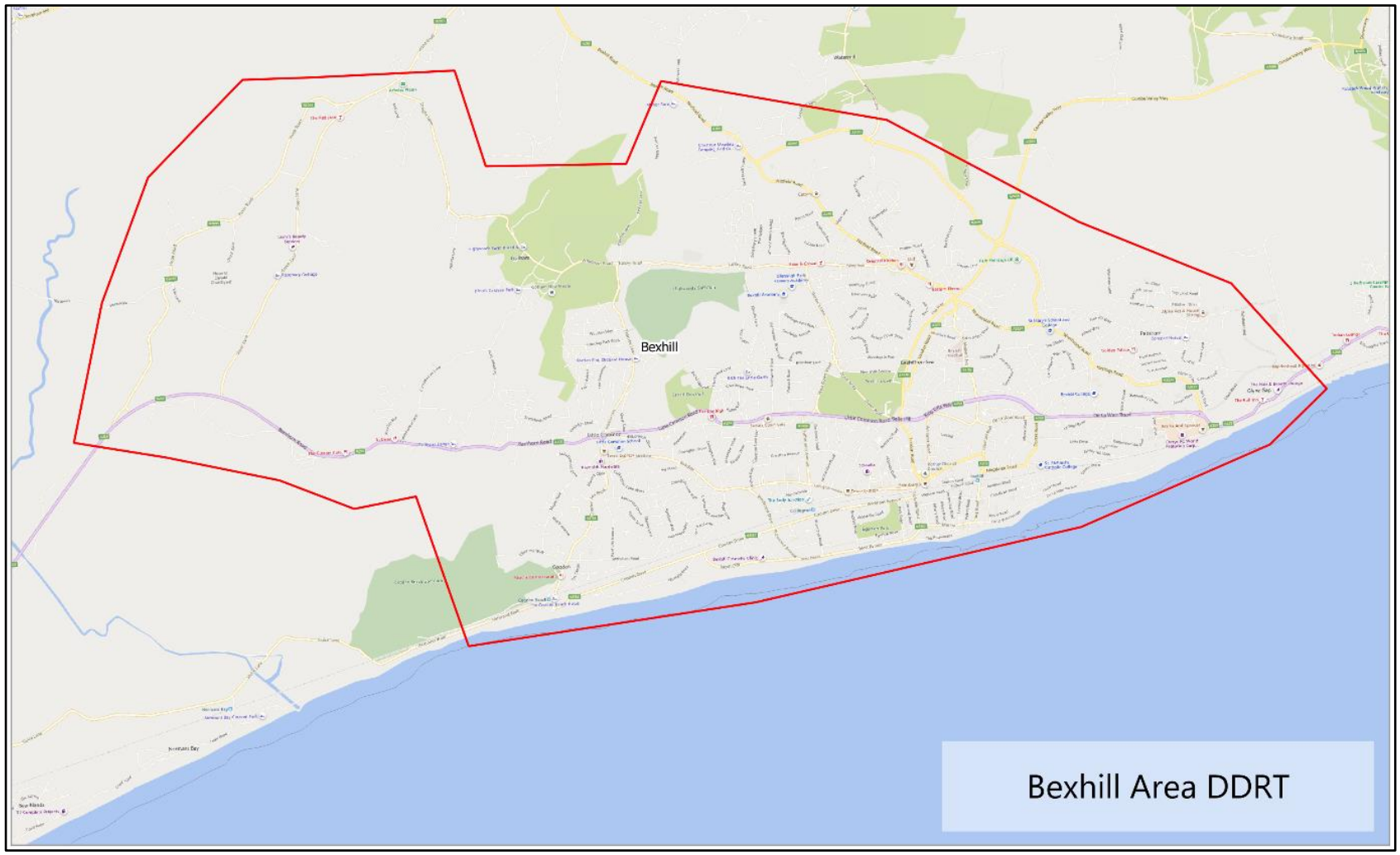


The scheme would be fully integrated with Stagecoach's services, offering significant opportunities for interchange. These would with Wave routes 100 and 101 for Rye, Camber and Hastings; routes 312/313 for Rye, Northiam and Tenterden; and route 2 for Hastings, Tenterden and Ashford.

A new mobility hub would be provided in Rye which would be a primary interchange point, including rail connections. Other interchange points would include Northiam and Guestling Green, with rail interchange also available at Three Oaks.

5.19.12 BEXHILL AREA

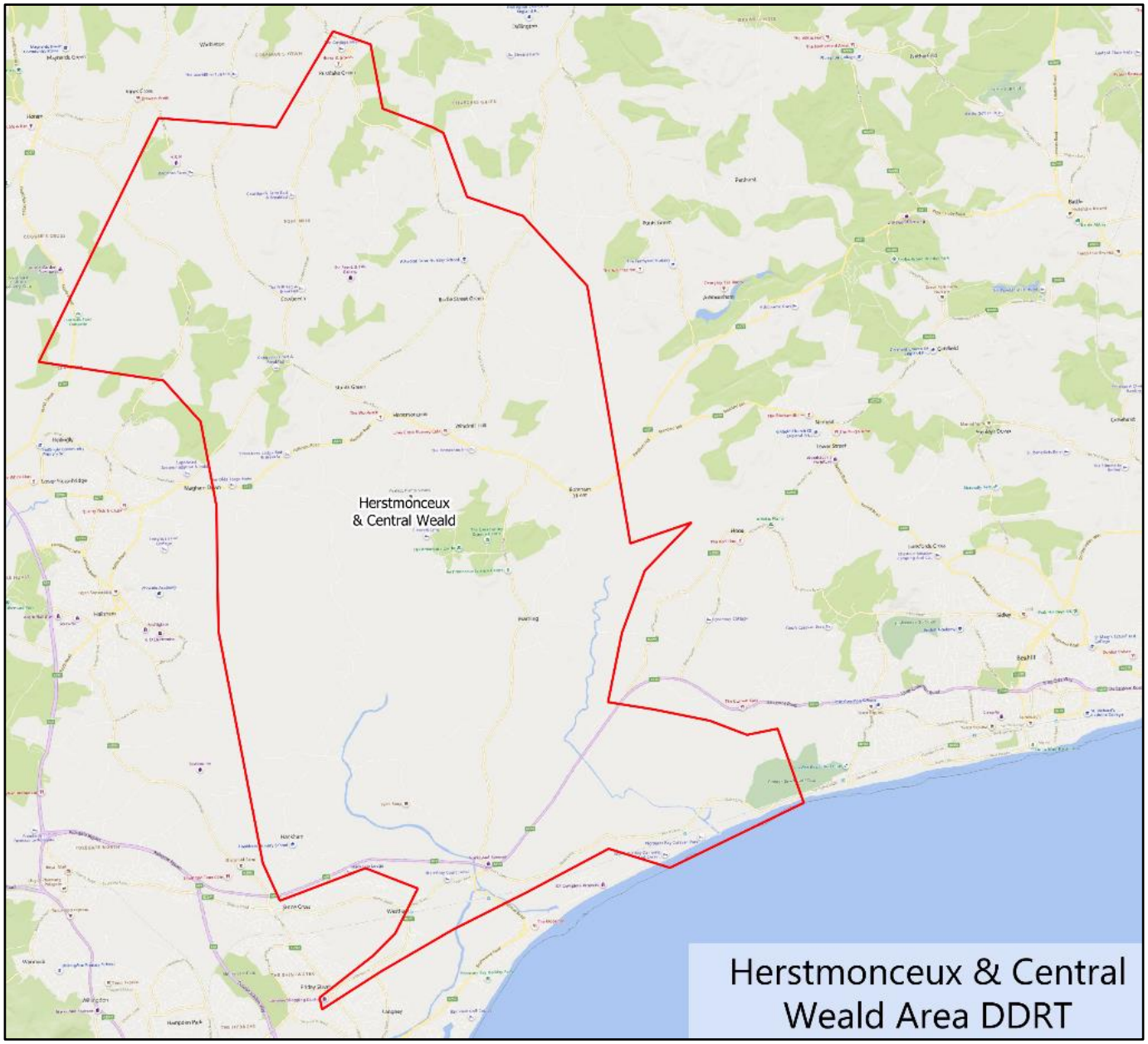
Bexhill town bus routes 96/97 would be replaced as part of the Bexhill Area DDRT, which would also include the Bexhill Enterprise Park. The DDRT would be integrated with Stagecoach and Bexhill Community Bus services in the area.



Interchange opportunities would include Bexhill town centre/rail station, Cooden Beach Station and Bexhill Enterprise Park, providing onward bus connections to destinations including Hastings, Conquest Hospital, Battle, Hailsham and Eastbourne.

5.19.13 HERSTMONCEUX AND CENTRAL WEALD AREA

This scheme would provide significant new public transport opportunities in this very rural area. It would offer links to/from Eastbourne Langney Shopping Centre for onward services to Eastbourne, and Rushlake Green for other DDRT including to/from Battle and Heathfield. Interchange opportunities would also be available at Herstmonceux with service 98 to/from Bexhill, Hailsham and Eastbourne.



5.19.14 WEST EASTBOURNE SCHEME

This localise DDRT scheme in an area of Eastbourne would replace Stagecoach service 4 between the town centre and District Hospital, as well as additional serving Sainsbury's on Cross Levels Way.

It would also incorporate the Cranbourne Avenue area of Eastbourne where currently there is no bus service provision and restore daytime public transport provision along Meads Road.

Parts of these areas, due to narrower roads and challenging parkin issues, are more suited to a smaller vehicle that would be provided through DDRT.

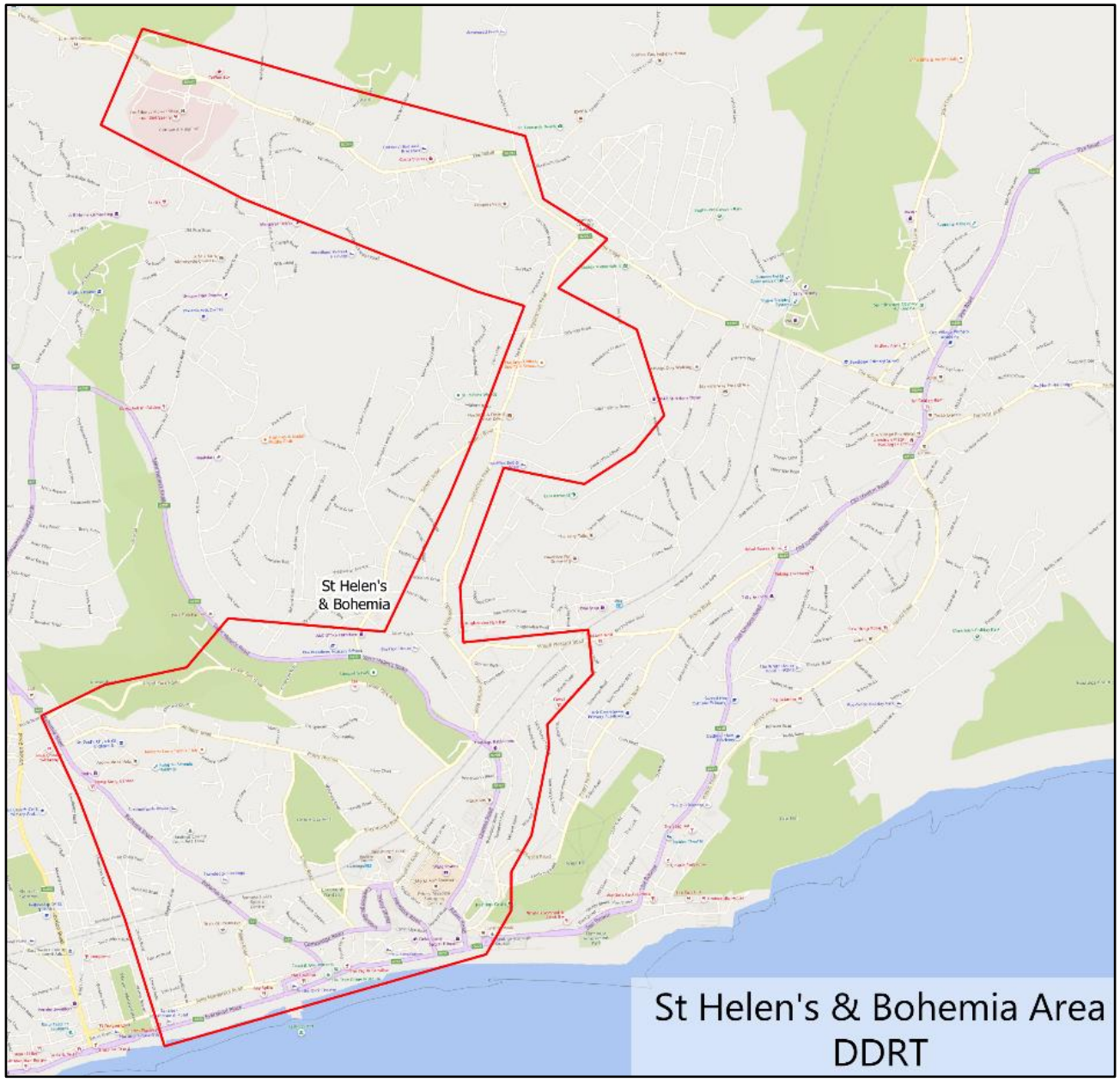
The service would be fully integrated with Stagecoach services for onward journeys, with connections available at Eastbourne town centre and the District General Hospital. Rail connections would also be provided at Eastbourne station.



5.19.15 HASTINGS – ST HELEN'S AND BOHEMIA SCHEME

DDRT would replace services 7, 23 (between Hastings town centre and Conquest Hospital), 24 (in the Church Road area), 27 and 347 in the Milward Road area. The East Rother and Rye DDRT scheme will replace the 347 in the Pett area.

The scheme would be fully integrated with Stagecoach's services, with interchange to bus services available at places including Hastings town centre, Hastings Station and Conquest Hospital. Train connections would also be available at Hastings Station, Warrior Square and Ore.



5.19.16 SUBSIDY AND VALUE FOR MONEY

Subsidy levels per passenger trip on DDRT services are typically higher than on equivalent bus services due to the lower load factors of DDRT vehicles. Though overall costs can be lower, particularly if replacing a group of bus services. As such, subsidy per passenger is likely to be a poor measure of value for money and should be avoided. Any cost savings for the transport authority associated with introducing a DDRT will be difficult to quantify and but need to be considered as part of wider socio-economic benefits

5.20 SOCIALLY NECESSARY TRANSPORT

Socially necessary transport, in a wider definition, is essentially any service for which there is a social need. East Sussex County Council's 2014mPassenger Transport Commissioning Strategy sets out its approach to prioritising such services when faced with significant levels of funding cuts. However, as highlighted in Section 2.8.3, its approaches is no longer in line with the Government's 'Bus Back Better' strategy and the future funding promised to revitalise local bus services going forward.

Changing demands for travel, including new ways of working and accessing public services, have increased the need to ensure the availability of public transport over more days of the week and longer times of the day.

BSIP Proposal 15 - Increasing DDRT and Socially Necessary Services

We will introduce DDRT schemes for all areas of East Sussex outside Hastings and Eastbourne.
This will commence with pilot schemes, followed by a programme to roll out similar schemes learning from the pilot projects plus the schemes planned for introduction in West Sussex;

- We will replace existing some existing bus services, as identified, with the new DDRT services.
- These to also include localised schemes in Eastbourne and Hastings;
- We will use DDRT to address demand to areas such as hard to access 'hard to access' employment sites, transport hubs and interchange opportunities, as well as to provide links to education, work, shopping, medical, social and leisure services;
- We will ensure that the DDRT schemes are integrated with other public transport provision, so as to offer seamless travel choices where and when conventional transport services are not available, including evenings and weekends;
- In finalising the design of such services, we will consult stakeholders, employers and health professionals with expertise on local needs in relation to loneliness and social isolation.

5.21 LONGER TERM TRANSFORMATION OF NETWORKS

Given the rural nature of East Sussex and the fact that our towns are only small to medium sized in population terms, we anticipate that the most likely potential in the future for Bus Rapid Transit (BRT) schemes will be along the bus corridors between Brighton, Lewes and Uckfield; between Hailsham, Polegate and Eastbourne; and between Brighton and Eastbourne via Newhaven. We will work with and we intend to work with Brighton and Hove City Council to develop future options.

BSIP Proposal 16 - Longer Term Transformation of Networks including BRT

We will work closely with Brighton and Hove City Council to develop the high frequency bus services between Brighton and Eastbourne; and Brighton, Lewes and Uckfield, to develop future BRT corridors.

BSIP Proposal 17 - Network Identity

We will work closely with operators and neighbouring authorities to strengthen the network identify throughout the Sussex region.

5.22 MARKETING AND PROMOTION

Working in partnership, we will develop and implement high quality marketing and publicity strategy to promote the improved East Sussex bus network, particularly aimed at potential new users and visitors. This will utilise traditional and newer communication channels to maximise reach and effectiveness.

Together we will you utilise best practice to ensure the County's public transport network is promoted as a single entity, but still ensuring the constituent service providers identities remain.

BSIP Proposal 18 - Marketing and Promotion

BSIP Proposals: (subject to funding):
A cohesive marketing and promotion strategy will be developed in partnership, aimed at significantly increasing awareness and use of the improved public transport network in East Sussex and beyond.

5.23 INCREASING THE CAPACITY OF LOCAL TRANSPORT AUTHORITY

Taking forward the BSIP and the Enhanced Partnership will need the LTA to adopt a significantly greater role in managing the new bus network and implementing the undertakings set up.

The Council will expand its staffing resources to meet these obligations, embracing and sharing best practice with other LTAs and service providers. This will include collaborative working and joint procurement with other LTAs where appropriate, including with our West Sussex County Council DDRT delivering partners .

BSIP Proposal 19 - LA Staff Resource

The Council will expand its staffing resources to meet these obligations, embracing and sharing best practice with other LTAs and service providers.

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PASSENGER CHARTER

6 PASSENGER CHARTER

We commit to the publishing of a full Passenger Charter by April 2022. It will cover all local bus services in East Sussex. We recognise that East Sussex's key corridors are cross-boundary. We will work with neighbouring local transport authorities to align our Passenger Charter, in the interests of simplicity for passengers and bus operators.

Our Passenger Charter will advise passengers of the standard of service they should expect when using local bus services in East Sussex. It will also set out passengers' rights when travelling with us and what they can do if things go wrong. We will always comply with the Consumer Rights Act 2015.

The areas covered in our full Passenger Charter will include but not be limited to:

- Our commitments to passengers
- Performance targets and where to find information on performance
- How to plan journeys
- The standards passengers can expect from us
- How we will compensate passengers if things go wrong
- How to contact us with suggestions or concerns

We will review our Passenger Charter at least every 12 months. Any changes we make will be after consultation with:

- Passengers via the Bus Passenger Forum, including representatives of people with disabilities
- Bus operators via the Enhanced Partnership Forum

Revised versions will be sent the Department for Transport and copies of our Passenger Charter will be available on the Council's website and participating bus operators' websites too. The Passenger Charter will be available in large print and braille on request.

BSIP Proposal 20 - Passenger Charter

We commit to the publishing of a full Passenger Charter by April 2022

It will cover all local bus services in East Sussex

Our Passenger Charter will advise passengers of the standard of service they should expect when using local bus services in East Sussex

We will review our Passenger Charter at least every 12 months

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REPORTING

7 REPORTING

East Sussex County Council does not regard the obligations to publish performance reporting as in any way burdensome as we believe that it is exactly what bus users deserve – clear, accurate, transparent data about how well the plan is delivering against all of its aims, targets and measures. We will therefore include the commitment to half-yearly reporting in our Bus Passenger Charter and publicise the results widely, and not just on https://www.eastsussex.gov.uk

Through our Enhanced Partnership, we will have binding obligations on operators to provide the necessary data to enable the monitoring and we will work closely with the operators in advance to make the reporting process as straightforward as possible, as we do not want to create a bureaucracy for the regular reporting that diverts resource to administration instead of action. To drive forward with the improvements, we will actually review progress no less frequently than quarterly but will publish half-yearly to remain consistent with other authorities. We will present the current edition's data as well as the trend data from the preceding editions, so that the progress is clear – which will celebrate the successes or provide additional attention on any areas which have proved more challenging than expected.

Our BSIP will be a dynamic document throughout its life; in the early stages, once we have the funding confirmed, we will proactively review the BSIP to ensure that it is as ambitious, applicable and useful as it is intended to be at initial publication. Once the BSIP becomes established and measures start to be implemented and the benefits are realised, the performance reporting will be used to inform refinements and refocus targets to maintain continuous improvement. Operators have already indicated that they will support the review process by the sharing of data, and we will work together with them to align network reviews with the BSIP review cycle to ease reporting and strengthen the status of the BSIP as the catalyst for positive change.

In the longer term, the strategic development of the network will take its lead from the passenger response to the measures delivered through the BSIP and as such the authority expects to work closely with operators to plan even more and better improvements to all aspects of bus services. This BSIP will be a living document published on the Council's website at address: https://www.eastsussex.gov.uk

- At mid-year intervals a concise addendum will be published, reporting on progress against targets including a commentary.
- At annual intervals a more comprehensive addendum will be published, additionally reporting on the progress of each proposal. Proposals that have been implemented will be marked out, and replacement, new proposals may be added, to ensure that the pace of improvements is maintained.
- At 5-year intervals a full revision of the BSIP will be undertaken.

Table 7-1 Schedule for reporting and updates

	At mid-year intervals a concise addendum will be published	At annual intervals a more comprehensive addendum will be published	At 5-year intervals a full revision of the BSIP will be published
Reporting on progress against targets	✓	✓	✓
Reporting on the progress of each proposal		✓	✓
Implemented proposals marked out and replace with / or add new proposals	✓	✓	✓
New targets		✓	✓
New proposals		✓	✓

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OVERVIEW TABLES

8 OVERVIEW TABLE

Table 8-1 - Overview Table – Authority and BSIP Information

Name of Authority or Authorities:	East Sussex County Council
Franchising or Enhanced Partnership (or both):	Enhanced Partnership
Date of Publication:	October 2021
Date of next annual update:	October 2022
URL of published report:	

Table 8-2 - Overview Targets

Targets	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022	2022 / 2023	Target for 2024 / 2025	Description of how each will be measured (max 50 words)
Journey time		Base		-2%	-3%	-5%	An overall journey time reduction on key journeys – see table C3 – based in timetabled journey times
Journey time at specified points on the network **See Headline Targets and Appendix D** for further details	-	-	-	-	80%	95%	of weekday bus trips to fall within 105% of the average interpeak journey time; and.
	-	-	-	-	80%	95%	of Saturday and Sunday bus trips to fall within 105% of the average daily journey time
Punctuality	-	74%	79%	-	85%	95%	To implement bus priority measures that will improve reliability and achieve a minimum of 95% punctuality
Reliability	-	99.02%	-	98.03%	99.25%	99.5%	To reduce the number of lost miles / scheduled bus miles that are not operated – please see table C4 for more details.
Passenger numbers		Base	-	To Pre Covid Levels	+5%	+15%	To considerably improve bus services, fares and ticketing and passenger information to achieve a step change in passenger numbers
For passengers numbers see							
Average passenger satisfaction	91%	-	-	92%	93%	95%	To considerably improve bus services, fares and ticketing and passenger information to achieve a step change in passenger satisfaction

Table 8-3 - Overview Delivery Table

Delivery – Does your BSIP detail policies to:	Yes / No	Explanation (max 50 words)
Make improvements to bus services and planning		
More frequent and reliable services		
Review service frequency	**YES**	**BSIP Proposal 1, BSIP Proposal 2, BSIP Proposal 3** - Section 5.2 & 5.3. Service frequencies have been reviewed as part of the BSIP, with reference to public engagement. Proposals for the planned bus service network are set out. These will be refined, subject to further public consultation, with implementation at the earliest opportunity. Further reviews as part of the BSIP process.
Increase bus priority measures	**YES**	**BSIP Proposal 6** - Section 5.5. The current and proposed bus priority measures are set out, including the rationale based are delay hotspots and bus operator evidence. Implementation timescales are provided along with proposals for further study and option appraisal.
Increase demand responsive services	**YES**	**BSIP Proposal 15** - Section 5.17. Implementation of comprehensive demand responsive service schemes is a key policy set out in the BSIP. These will be refined, subject to further public consultation, with implementation at the earliest opportunity. West Sussex County Council is a joint delivery partner.
Consideration of bus rapid transport networks	**YES**	**BSIP Proposal 1, BSIP Proposal 16** - Section 5.20. Future development of a bus rapid transport network for our key corridors is proposed. Detail will be subject to further scoping with input from Brighton & Hove City Council LTA in relation to the 'Coaster' corridor between Brighton and Eastbourne.
Improvements to planning / integration with other modes		
Integrate services with other transport modes	**YES**	**BSIP Proposal 5,** **BSIP Proposal** 10 - Section 5.11. Integration with outer transport modes, including DRT, rail, community transport, cycling and walking. Investment in mobility hubs, improved interchange points and integrated travel options.
Simplify services	**YES**	**BSIP Proposal 8** - Section 5.16. The bus network review has considered options for simplified services, also taking into account opportunities for improved interchange/mobility hubs and DRT. Attention has focused on simplification through integration of information platforms, as there is less scope to simplify service routing without impacting negatively on existing service users.

Delivery – Does your BSIP detail policies to:	Yes / No	Explanation (max 50 words)
Review socially necessary services	**YES**	**BSIP Proposal 15** - Section 5.19. The service network has been reviewed in its totality rather than separately for socially necessary services. It is recognised in the BSIP that the needs based East Sussex Public Transport Commissioning Strategy is now out of step with the national strategy in terms of funding priorities.
Invest in Superbus networks	NO	
Improvements to fares and ticketing		
Lower fares	**YES**	**BSIP Proposal** 9 - Section 5.9. Engagement has highlighted concerns over fares levels, particularly for shorter distances, in rural areas, for younger people and for families. The BSIP addresses all these issues. One is through a discounted young persons travel scheme in conjunction with West Sussex CC and Brighton & Hove CC
Simplify fares	**YES**	**BSIP Proposal 8** - Section 5.9. Fares will be simplified where possible. Though we intend to introduce tap on tap off across services to help to ensure customers are paying the most appropriate fare. Introduction of new area pricing arrangements.
Integrate ticketing between operators and transport	**YES**	**BSIP Proposal** 10 - Section 5.10. Our BSIP expectation is full integration between operators and transport, including bus, community transport, DRT and rail. Included in the proposals are the development of the current regional Discovery ticket product beyond a one day ticket to also include a 'PlusBus' option.
Make improvements to bus passenger experience		
Higher spec buses		
Invest in improved bus specifications	**YES**	**BSIP Proposal 13, BSIP Proposal 14** - Section 5.13. Improved vehicle specifications to include upgraded next stop announcements to highlight interchange opportunities.
Invest in accessible and inclusive bus services	**YES**	**BSIP Proposal 14** - Section 5.16 Training and vehicle features in sharing learning from Brighton & Hove Bus Company's top status as Leader in the DfT Inclusive Transport Leader's Scheme. Commitment to further upgrade bus stop accessibility.

Delivery – Does your BSIP detail policies to:	Yes / No	Explanation (max 50 words)
Protect personal safety of bus passengers	**YES**	**BSIP Proposal 14** - Section 5.16 To also include bus stop waiting environment as well as on vehicle, such as CCTV. Highlights the importance of monitoring, reporting and feedback procedures.
Improve buses for tourists	**YES**	**BSIP Proposal 4** - Section 5.4. Opportunities to improve existing provision, including marketing and ticketing. New strategy proposed, working with delivery partners. Proposals are inclusive of rail and community transport.
Invest in decarbonisation	**YES**	**BSIP Proposal 13** - Section 5.13 Investment in zero emission buses, plus retrofitting to Euro VI as an interim measure. Assistance for operators in terms of depot and fuelling infrastructure.
		Improvements to passenger engagement
Passenger charter	**YES**	**BSIP Proposal 20** - Section 6.0. Draft customer charter which is intended to be the basis for a common passenger charter encompassing the region. The detail of the charter is subject to further refinement in consultation with passenger group representatives.
Strengthen network identity	**YES**	**BSIP Proposal 17** - Section 5.21. The LTA will take responsibility for bus stop infrastructure so as to set a high common standard in terms of identity and information proposals. The initial priority is to promote and market improved integrated travel opportunities and significant better bus service provision.
Improve bus information	**YES**	**BSIP Proposal 12** - 'One Stop Shop', QR Codes, RTI, Static information - Timetables at all stops and network maps at 75%+. Section 5.12. Bus information provision to include 'One Stop Shop' through apps and online sources, interactive network maps, pricing guides, QR Codes and real time information. Static information to include timetable and network information at a minimum of 75% of stops, along with improved wayfinding information.
Other		
Other		-

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APPENDIX A - COSTINGS TABLE

Appendix Table 1 - Costings Table

	Title of scheme	Detail on aspiration	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
					Resource	Capital	Resource	Capital	Resource	Capital	Resource	Capital	Resource	Capital
Bus priority infrastructure	Hailsham - Polegate - Eastbourne Movement Access Corridor	Completion of phase 2 of bus priority scheme	Please see separately submitted information on funding sources					£5,000,000					£0	£5,000,000
	A259 Eastbourne Seaside Roundabout	Roundabout changed to signal controlled junction with bus lanes and MOVA optimisation	Please see separately submitted information on funding sources							£12,000,000			£0	£12,000,000
	Traffic Light Priority	Traffic Signals - advanced signal control system (MOVA 8) - buses priority employing virtual gateways and RTIG system - 30 junctions in total @ 50k per junction				£500,000		£500,000		£500,000			£0	£1,500,000
Other infrastructure	Mobility Hubs	11 Mobility hubs throughout the county in conjunction with the countywide DDRT scheme				£750,000		£1,500,000		£1,000,000		£750,000	£0	£4,000,000
	Key Interchanges	Improved waiting and boarding and alighting facilities - including high quality and cutting edge RTI x 52				£1,000,000		£750,000		£750,000		£500,000	£0	£3,000,000
	Bus Stop Auditing	Full audit of all stops year 1 and then on going auditing as required thereafter			£40,000		£2,500		£2,000		£1,000		£45,500	£0
	Bus Shelter Improvements	Refurbishment and general improvement of bus shelters across the county				£500,000		£500,000		£300,000		£200,000	£0	£1,500,000
Fares support	Young Persons fare scheme	Modelling, Setup Costs and ongoing management (including smart ticketing / ticketing app) including reimbursement			£175,000		£25,000		£25,000		£25,000		£250,000	£0
	Young Persons fare scheme	Period passes (annual +) allowing unlimited travel across East and West Sussex - reimbursement			£2,500,000		£3,500,000		£4,000,000		£4,000,000		£14,000,000	£0
	Promotion of Young Persons fare scheme	Promotion of Young Persons fare scheme			£50,000		£25,000		£15,000		£10,000		£100,000	£0
	Reducing Fares	Reducing fares with a focus on 'levelling up' / rural fare reduction including group travel			£2,000,000		£2,000,000		£1,500,000		£1,500,000		£7,000,000	£0
Ticketing reform	TOTO	Tap On Tap Off for all bus services			£250,000		£150,000		£50,000		£50,000		£500,000	£0
	Plusbus	Expansion of PlusBus to cover all areas			£100,000		£50,000		£50,000		£20,000		£220,000	£0
	Countywide / Sussex wide multi-operator ticket	Develop a multi-operator ticket countywide / Sussex wide ticket			£50,000		£50,000		£25,000		£25,000		£150,000	£0
	One Stop Shop	One stop shop for all bus information across Sussex (filling gaps and pointing users to appropriate resources)			£150,000		£50,000		£25,000		£25,000		£250,000	£0
	Sussex App	Sussex wide app that delivers sophisticated ticketing in a simplified way (including young person's + DDRT)			£50,000		£250,000		£50,000		£25,000		£375,000	£0
Bus service support	Conventional Public Bus Service Enhancements	Enhancements across the whole of East Sussex	This is our DfT ask. Please see separately submitted detailed costing spreadsheet for cost breakdown by service, including other funding sources		£5,500,000		£5,000,000		£4,000,000		£3,500,000		£18,000,000	£0

	Title of scheme	Detail on aspiration	Source of Funding		2022/23 (£ nominal)		2023/24 (£ nominal)		2024/25 (£ nominal)		Beyond 2025 (£ nominal)		Total cost of project or proposal (£ nominal) ***	
					Resource	Capital	Resource	Capital	Resource	Capital	Resource	Capital	Resource	Capital
	Digital Platform for DDRT	Setup of digital platform for DDRT and ongoing digital platform costs	This scheme will be run in collaboration with WSCC - setup costs will be shared. Please see separately submitted detailed costings table, including other funding sources		£250,000		£150,000		£100,000		£150,000		£650,000	£0
	DDRT - Supported Services	Provision of countywide DDRT coverage - 15 schemes			£450,000		£1,200,000		£2,300,000		£2,300,000		£6,250,000	£0
	DDRT - Lease Vehicles	Provision of vehicles to operators of DDRT services through leasing scheme - 33 vehicles			£100,000		£210,000		£420,000		£420,000		£1,150,000	£0
	DDRT - Lease Vehicles	ELECTRIC SUPPLEMENT + ASSOCIATED CHARGING INFRASTRUCTURE - Provision of vehicles to operators of DDRT services through leasing scheme - 33 vehicles			£75,000		£140,000		£280,000		£280,000		£775,000	£0
Marketing	Bus Back	Promoting bus use to support Covid Recovery - concentrated Sussex wide Campaign			£100,000								£100,000	£0
	Network Promotion	Ongoing joint marketing and promotion with EP Partners, East Sussex CC and other councils					£100,000		£100,000		£100,000		£300,000	£0
EP delivery: LTA costs	ESCC Bus Back Better Team	Internal staff - 5 staff years 1 and 2 - 6 staff years 3 and beyond			£215,000		£215,000		£260,000		£260,000		£950,000	£0
	Consultancy Support	Consultancy support to assist in the delivery of the BSIP / EP: bus priority design, DDRT, fares & ticketing			£100,000		£50,000		£50,000		£25,000		£225,000	£0
Zero emission buses	Zero Emission Fund	Fund for Zero Emission buses			£3,000,000		£3,000,000		£2,000,000		£2,000,000		£10,000,000	£0
Emission Reductions	Euro V to VI	Fund for conversion - Retrofitting Euro V engines to Euro VI x 150 @ £15k per bus			£1,500,000		£1,000,000		£500,000				£3,000,000	£0
Demand Management	Enforcement	Enforcement of bus lanes by ANPR cameras			£250,000		£100,000		£100,000		£50,000		£500,000	£0
	Enforcement	Parking enforcement			£100,000		£100,000		£100,000		£100,000		£400,000	£0
Passenger Information	Real Time Information	RTI signs - more than trebling the existing number (175) over 5 years and renew 100 of the existing				£1,000,000		£750,000		£750,000		£500,000	£0	£3,000,000
	Static Information Provision	Increase information at bus stops, including bus timetables, network maps and diagrams											£0	£0
	QR Codes	Provision of QR codes 80% of stops in East Sussex				£70,000		£5,000		£5,000		£5,000	£0	£85,000
	Customer Information Service	Customer information service - joint with East Sussex/Brighton and Hove and Surrey CCs			£40,000		£40,000		£40,000				£120,000	£0
Operator Support	Funding to maintain service levels	Funding to maintain service levels if patronage only reached 80% of pre-covid level			£3,800,000								£3,800,000	£0
		TOTALS* **			**£20,845,000**	**£3,820,000**	**£17,407,500**	**£9,005,000**	**£15,992,000**	**£15,305,000**	**£14,866,000**	**£1,955,000**	**£69,110,500**	**£30,085,000**

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APPENDIX B - BUS SERVICES AND PROPOSED IMPROVEMENTS

Appendix Table 2 - Proposed Bus Service Improvements (subject to funding)

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Stagecoach	1, 1A	Shinewater - Langney - Eastbourne - Old Town, then Willingdon - Hamlands - Hampden Park - District General Hospital - Old Town loop	No change	No change	**Improved. Standardised route**	No change	No change	**Improved. Standardised route**	No change	**Improved. Standardised route**
Stagecoach	1X	Hellingly - Hailsham - Stone Cross - Langney – Eastbourne	**Improved. New 2 buses per hour for Hailsham Town Farm and Station Rd area (currently unserved). Doubled to 4 per hour between Hailsham and Eastbourne.**	**Improved. New 30 mins service for Hailsham Town Farm and Station Rd area (currently unserved). Doubled to 4 per hour between Hailsham and Eastbourne.**	**Improved. Currently no service. New hourly service for Hailsham Town Farm and Station Rd area and new hourly 1X service for Roebuck Park. New 30 min service between Hailsham and Eastbourne.**	**Improved. New 2 buses per hour for Hailsham Town Farm and Station Rd area (currently unserved). Doubled to 4 per hour between Hailsham and Eastbourne.**	**Improved. New 30 mins service for Hailsham Town Farm and Station Rd area (currently unserved). Doubled to 4 per hour between Hailsham and Eastbourne.**	**Improved. Currently no service. New hourly service for Hailsham Town Farm and Station Rd area and new hourly 1X service for Roebuck Park. New 30 min service between Hailsham and Eastbourne.**	**Improved. Currently no service. New hourly service for Hailsham Town Farm and Station Rd area and new hourly 1X service for Roebuck Park. New 30 min service between Hailsham and Eastbourne.**	**Improved. Currently no service. New hourly service for Hailsham Town Farm and Station Rd area, linking with Hailsham town centre and Eastbourne. Hourly frequency.**
Stagecoach	2	Hastings - St Helen's - Conquest Hospital - Westfield - Brede - Broad Oak - Northiam - Newenden - Rolvenden - Tenderden - Ashford	**Improved. Hourly between Hastings and Tenterden (currently 2 hourly). Standardised route in Hastings.**	**Improved. Hourly between Hastings and Tenterden (currently 2 hourly). Standardised route in Hastings.**	**Improved. Currently no service. New hourly service between Hastings and Tenterden**	**Improved. Hourly between Hastings and Tenterden. Standardised route in Hastings.**	**Improved. Hourly between Hastings and Tenterden. Standardised route in Hastings.**	**Improved. Currently no service. New hourly service between Hastings and Tenterden**	**Improved. Currently no service. New hourly service between Hastings and Tenterden**	**Improved. Currently no service. New service between Hastings and Tenterden (2 hourly).**
Stagecoach	3, 3A	Meads - Eastbourne - Birch Industrial Estate	No change	Revised to 15 min service in place of Service 4 in Meads	**Improved. Currently no service. New hourly service between Meads and town centre**	No change	Revised to 15 min service in place of Service 4 in Meads	**Improved. Currently no service. New hourly service between Meads and town centre**	No change	**Improved. Currently no service. New hourly service between Meads and town centre**
Stagecoach	4	Meads - Eastbourne - Old Town - Eastbourne District General Hospital	**New DDRT to replace hourly Monday to Saturday daytime only service 4. Pre-booked service for the areas of Cranbourne Avenue, Meads Road, Cherry Garden Road, Hill Road and Selmeston Road, offering journey opportunities to town centre, District General Hospital, Waitrose and Sainsbury's. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	5, 5A	Sovereign Harbour North - Bridgemere - Eastbourne - District General Hospital - Sainsbury's - Winkney Farm - Langney - Pevensey - Westham - Pevensey Bay - Beachlands (from Langney to Beachlands buses are numbered 5A)	**Improved. Service doubled to 30 mins for Sovereign Harbour North and South, through new Atlantic Drive bus gate**	**Improved. Service doubled to 30 mins for Sovereign Harbour North and South, through new Atlantic Drive bus gate**	**Improved. New hourly service throughout (current service only between town centre and Bridgemere)**	**Improved. Service doubled to 30 mins for Sovereign Harbour North and South, through new Atlantic Drive bus gate**	**Improved. Service doubled to 30 mins for Sovereign Harbour North and South, through new Atlantic Drive bus gate**	**Improved. New hourly service throughout (current service only between town centre and Bridgemere)**	**Improved. New hourly service throughout (currently service only between town centre and Bridgemere, with Sovereign North and South each 2 hourly)**	**Improved. New hourly service throughout (current service only between town centre and Bridgemere)**

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Stagecoach	6	Langney - Westham - Stone Cross - Polegate - Wannock - Willingdon - District General Hospital - Eastbourne	**Improved. New journeys also offering train connections at Polegate Station**	**Improved. Frequency doubled to 30 mins for most of the day (currently 2 hourly in afternoon).**	**Improved. Currently no service. New hourly service**	**Improved. New journeys also offering train connections at Polegate Station**	**Improved. Frequency doubled to 30 mins**	**Improved. Currently no service. New hourly service**	**Improved. Currently no service. New hourly service**	**Improved. Currently no service. New 2 hourly service**
Stagecoach	7	Hastings - Blacklands – Hastings	**New DDRT to replace hourly Monday to Saturday daytime only services 7, 24, 27, 347. Also to replace Monday to Saturday daytime services 2 and 23 between Hastings town centre, St Helen's and Conquest Hospital. Pre-booked service for the areas of Church Road, Priory Avenue, Elpinstone Road, Pilot Road, Milward Road, plus Chick Hill. Selmeston Road. Offering journey opportunities to Hastings town centre, Conquest Hospital and Morrison's. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	20	Ore - Old Town- Hastings - Sivlerhill - Hollington - Tesco - Mayfield Farm	No change	No change	**Improved. Mayfield Farm frequency doubled, and service simplified by following daytime routing (replaces services 22C)**	No change	No change	**Improved. Mayfield Farm frequency doubled, and service simplified by following daytime routing (replaces services 22C)**	**Improved. Earlier service start**	**Improved. New service provision similar to Sunday daytime (currently no service apart from limited service 22C journeys, which is replaced)**
Stagecoach	21, 21A	Parker Road - Malvern Way - Downs Road loop - Hastings Station	**Improved. 2 journeys per hour extended to Harley Shute (see service 23). The other 2 journeys per hour may terminate at Priory Meadow instead of Hastings Station**	**Improved. 2 journeys per hour extended to Harley Shute (see service 23). The other 2 journeys per hour may terminate at Priory Meadow instead of Hastings Station**	**Improved. Later last journey**	**Improved. 2 journeys per hour extended to Harley Shute (see service 23). The other 2 journeys per hour may terminate at Priory Meadow instead of Hastings Station**	**Improved. 2 journeys per hour extended to Harley Shute (see service 23). The other 2 journeys per hour may terminate at Priory Meadow instead of Hastings Station**	**Improved. Later last journey**	**Improved. Earlier service start**	**Improved. Currently no service. New hourly service**
Stagecoach	22, 22A	Down Farm - Ore - Old London Road - Hastings - Silverhill - Hollington - Harley Shute (22) or Stonehouse Drive - Tesco (22A)	No change	No change	**Improved. 30 mins between Ore and Hollington (currently hourly). Hourly for Harley Shute and hourly for Tesco (currently a combined hourly 22C service). Service simplified by following the daytime routing.**	No change	No change	**Improved. 30 mins between Ore and Hollington (currently hourly). Hourly for Harley Shute and hourly for Tesco (currently a combined hourly 22C service). Service simplified by following the daytime routing.**	**Improved. Earlier service start**	**Improved. 30 mins between Ore and Hollington (currently hourly). Hourly for Harley Shute and hourly for Tesco (currently a combined hourly 22C service). Service simplified by following the daytime routing.**
Stagecoach	22C	Hastings - Hollington - Mayfield Farm - Tesco	**This evening only service is replaced by an improved evening service 22, 22A. This will provide a consistent route daytime and evening.**							

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Stagecoach	23	Conquest Hospital - St Helen's - Hastings - West St Leonards - Hollington - Tesco	**Improved. Replaced between Hastings town centre and Hollington by revised service 21 to/from Harley Shute instead of Hollington, via West St Leonards and Filsham Valley. Frequency doubled to 30 mins. Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Replaced between Hastings town centre and Hollington by revised service 21 to/from Harley Shute instead of Hollington, via West St Leonards and Filsham Valley. Frequency doubled to 30 mins. Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Currently no service. New hourly service 21 between Hastings town centre and Harley Shute via West St Leonards and Filsham Valley Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Replaced between Hastings town centre and Hollington by revised service 21 to/from Harley Shute instead of Hollington, via West St Leonards and Filsham Valley. Frequency doubled to 30 mins. Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Replaced between Hastings town centre and Hollington by revised service 21 to/from Harley Shute instead of Hollington, via West St Leonards and Filsham Valley. Frequency doubled to 30 mins. Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Currently no service. New hourly service 21 between Hastings town centre and Harley Shute via West St Leonards and Filsham Valley Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Currently no service. New hourly service 21 between Hastings town centre and Harley Shute via West St Leonards and Filsham Valley Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**	**Improved. Currently no service. New hourly service 21 between Hastings town centre and Harley Shute via West St Leonards and Filsham Valley Replaced between Hastings town centre and Conquest Hospital by new DDRT (see service 7)**
Stagecoach	23B	Hastings - West St Leonards - Harley Shute - Hollington - Tesco and Conquest Hospital or Hastings	Minor changes to this morning peak and school times service	No change	No change	No change	No change	No change	No change	No change
Stagecoach	24	Hastings - Church Road – Silverhill	**New DDRT to replace hourly Monday to Saturday daytime only services 7, 24, 27, 347. Also to replace Monday to Saturday daytime services 2 and 23 between Hastings town centre, St Helen's and Conquest Hospital. Pre-booked service for the areas of Church Road, Priory Avenue, Elpinstone Road, Pilot Road, Milward Road, plus Chick Hill. Selmeston Road. Offering journey opportunities to Hastings town centre, Conquest Hospital and Morrison's. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	26, 26A	Conquest Hospital - St Helens - Hastings - The Green - Silverhill - Conquest Hospital	No change	No change	**Improved New hourly service (currently one journey in each direction)**	No change	No change	**Improved Currently no service. New hourly service**	**Improved. New earlier journeys**	**Improved Currently no service. New hourly service**
Stagecoach	27	Hastings - Bohemia – Hastings	**New DDRT to replace hourly Monday to Saturday daytime only services 7, 24, 27, 347. Also to replace Monday to Saturday daytime services 2 and 23 between Hastings town centre, St Helen's and Conquest Hospital. Pre-booked service for the areas of Church Road, Priory Avenue, Elpinstone Road, Pilot Road, Milward Road, plus Chick Hill. Selmeston Road. Offering journey opportunities to Hastings town centre, Conquest Hospital and Morrison's. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	28	Hastings - Pilot Road - Ore - Malvern Way - Conquest Hospital	**Improved. New 30 min service between Strand Meadow and Conquest Hospital (currently hourly between Hastings Station and Conquest Hospital)**	**Improved. New 30 min service between Strand Meadow and Conquest Hospital (currently 70 mins between Hastings Station and Conquest Hospital)**	**Improved. Currently no service. New hourly service between Hastings town centre and Conquest Hospital.**	**Improved. New 30 min service between Strand Meadow and Conquest Hospital (currently hourly between Hastings Station and Conquest Hospital)**	**Improved. New 30 min service between Strand Meadow and Conquest Hospital (currently 70 mins between Hastings Station and Conquest Hospital)**	**Improved. Currently no service. New hourly service between Hastings town centre and Conquest Hospital.**	**Improved. Earlier service start.**	**Improved. Currently no service. New hourly service between Hastings town centre and Conquest Hospital.**

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Stagecoach	51, 51X	Eastbourne - District General Hospital - Willingdon - Polegate (not service 51X) - Hailsham - Hellingly - Horam - Maynards Green - Heathfield (evening and Sunday journeys serve Roebuck Park)	**Improved. Hailsham - Polegate - Eastbourne corridor frequency improved to every 10 mins (currently 15 mins) between improved services 51,54,98 including new 'express' journeys.**	**Improved. Hailsham - Polegate - Eastbourne corridor frequency improved to every 10 mins (currently 15 mins) between improved services 51,54,98**	**Improved. New hourly evening service between Eastbourne, Heathfield and Tunbridge Wells (currently no service), with 2 per hour between Eastbourne and Hailsham. Services 6 and 54 replace 51 on Polegate Dittons Rd**	**Improved. Hailsham - Polegate - Eastbourne corridor frequency improved to every 10 mins (currently 15 mins) between improved services 51,54,98**	**Improved. New hourly evening service between Eastbourne, Heathfield and Tunbridge Wells (currently no service)**	**Improved. New hourly evening service between Eastbourne, Heathfield and Tunbridge Wells (currently no service), with 2 per hour between Eastbourne and Hailsham. Services 6 and 54 replace 51 on Polegate Dittons Rd**	**Improved. New earlier service starting from Heathfield, to Eastbourne**	**Improved. New hourly evening service between Eastbourne and, Heathfield and 2 hourly for Tunbridge Wells (currently no service). Services 6 and 54 replace 51 on Polegate Dittons Rd**
Stagecoach	54, 54A	Eastbourne - District General Hospital - Willingdon - Polegate - Hailsham - Horsebridge - Lower Dicker - Whitsemith - Golden Cross - East Hoathly - Halland - Uckfield	**Improved. Frequency doubled to 2 per hour including new 'express' journeys.**	**Improved. Frequency doubled to 30 mins.**	**Improved. Currently no service. New hourly service.**	**Improved. Frequency doubled to 2 per hour including new 'express' journeys.**	**Improved. Frequency doubled to 30 mins.**	**Improved. Currently no service. New hourly service.**	**Improved. Currently no service. New hourly service. Services 6 and 54 replace 54A on Polegate Dittons Rd**	**Improved. Currently no service. New 2 hourly service.**
Stagecoach	95	Bexhill - Bexhill Hospital - Sidley - Catsfield - Ninfield - Battle - Hastings Conquest Hospital	**Improved. Additional journeys. New DDRT service to replace route in Sidley Watermill Lane (currently no service).**	**Improved. Frequency doubled to hourly. New DDRT service to replace route in Sidley Watermill Lane.**	**Improved. New DDRT service (currently no service)**	**Improved. Additional journeys. New DDRT service to replace route in Sidley Watermill Lane (currently no service).**	**Improved. Frequency increased to hourly (currently 90 mins running between Bexhill and Battle only). New DDRT service to replace route in Sidley Watermill Lane.**	**Improved. New DDRT service (currently no service)**	**Improved. New DDRT service (currently no service)**	**Improved. New DDRT service (currently no service)**
Stagecoach	96	Bexhill - Ridgewood Gardens; Bexhill - Cooden - Little Common	**New pre-booked DDRT to replace the approximately 2 hourly Monday to Saturday daytime only services 96 and 97. This Bexhill area scheme, which also covers Bexhill Enterprise Park and Hooe, is designed to integrate with train and bus services, including revised Bexhill Community Bus routes and improved services 95, 98 and 99. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	97	Bexhill - Sidley – Hooe	**New pre-booked DDRT to replace the approximately 2 hourly Monday to Saturday daytime only services 96 and 97. This Bexhill area scheme, which also covers Bexhill Enterprise Park and Hooe, is designed to integrate with train and bus services, including revised Bexhill Community Bus routes and improved services 95, 98 and 99. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	98	Hastings - Pebsham - Bexhill - Sidley, then Boreham Street - Windmill Hill - Herstmonceux - Magham Down - Hellingly - Hailsham - Polegate - Willingdon - District General Hospital - Eastbourne or Bexhill Enterprise Park - Hollington - Tesco - Conquest Hospital	**Improved. Route split into two sections: Hastings - Sidley section to additionally serve new housing development in north Bexhill. Monday to Saturday peak and daytime frequency on this section increased to 20 mins (currently 30 mins), with hourly service between Sidley and Conquest Hospital (via Bexhill Enterprise Park and Hollington). New hourly evening service between Hastings and Sidley. Improved Sunday service, running between Hastings and Sidley. Bexhill - Conquest Hospital has minor changes, running Monday Saturday peak and daytime. Eastbourne - Bexhill section will additionally serve new development in north Hailsham. Monday to Saturday peak and daytime frequency increased to 30 mins (currently hourly). New hourly evening and Sunday service.**							

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Stagecoach	99	Silverhill - Hastings - Bexhill - Pevensey Bay - Eastbourne	No change	No change	**Improved. Currently no service. New hourly service.**	2 per hour	20 mins	**Improved. Currently no service. New hourly service.**	**Improved. Frequency doubled to 30 mins (currently hourly)**	**Improved. Currently no service. New hourly service.**
Stagecoach	100	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Guestling - Icklesham - Winchelsea - Rye	**Improved. Route extended to serve Camber, Lydd and New Romney**	**Improved. Route extended to serve Camber, Lydd and New Romney**	**Improved. Currently no service. New hourly service between Hastings and New Romney.**	**Improved. Route extended to serve Camber, Lydd and New Romney**	**Improved. Route extended to serve Camber, Lydd and New Romney**	**Improved. Currently no service. New hourly service between Hastings and New Romney.**	**Improved. Frequency doubled to hourly. Route extended to serve Camber, Lydd and New Romney (except during times of likely summer traffic delays in Camber)**	**Improved. Currently no service. New 2 hourly service between Hastings and New Romney.**
Stagecoach	101	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Fairlight - Winchelsea Beach - Rye	**Section of route between Hastings Station and Conquest Hospital withdrawn. Alternative connecting buses linking with Conquest Hospital (including 6 journeys per hour on service 26/26A)**	**Section of route between Hastings Station and Conquest Hospital withdrawn. Alternative connecting buses linking with Conquest Hospital (including 6 journeys per hour on service 26/26A)**	**Improved. Currently no service. New hourly service**	**Section of route between Hastings Station and Conquest Hospital withdrawn. Alternative connecting buses linking with Conquest Hospital (including 6 journeys per hour on service 26/26A)**	**Section of route between Hastings Station and Conquest Hospital withdrawn. Alternative connecting buses linking with Conquest Hospital (including 6 journeys per hour on service 26/26A)**	**Improved. Currently no service. New hourly service**	**Improved. Frequency doubled to hourly. Section of route between Hastings Station and Conquest Hospital withdrawn. Alternative connecting buses linking with Conquest Hospital (including 2 journeys per hour on service 26/26A)**	**Improved. Currently no service. New 2 hourly service**
Stagecoach	102	Rye - Camber - Lydd - Littlestone - Greatstone - New Romney - Dymchurch - Hythe - Folkestone - Dover	Replaced by extended route on Service 100 serving Camber and New Romney	Replaced by extended route on Service 100 serving Camber and New Romney	**Improved. See Service 100 for new hourly service**	Replaced by extended route on Service 100 serving Camber and New Romney	Replaced by extended route on Service 100 serving Camber and New Romney	**Improved. See Service 100 for new hourly service**	**Replaced by extended route on Service 100 serving Camber and New Romney. New hourly service**	**Improved. See Service 100 for new 2 hourly service**
Stagecoach	251, 252	Heathfield - Five Ashes - Mayfield - Rotherfield (service 252) -Mark Cross - Frant - Tunbridge Wells	Replaced by extended service 51	Replaced by extended service 51	**Improved. New hourly service between Eastbourne, Heathfield and Tunbridge Wells (currently no service).**	Replaced by extended service 51	Replaced by extended service 51	**Improved. New hourly service between Eastbourne, Heathfield and Tunbridge Wells (currently no service).**	Replaced by extended service 51	**Improved. New hourly service between Eastbourne, Heathfield and Tunbridge Wells (currently no service).**

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Stagecoach	254, 304, 305	Tunbridge Wells - Frant - Wadhurst - Ticehurst - Flimwell - Hawkhurst - Hurst Green - Robertsbridge - Whatlington (254) / Mountfield (305) - Battle - Hastings	**All journeys to serve Whatlington instead of Mountfield. The same service number will be used between Tunbridge Wells and Hastings to improve ease of understanding.**	**All journeys to serve Whatlington instead of Mountfield. The same service number will be used between Tunbridge Wells and Hastings to improve ease of understanding.**	**Improved. Currently no service. New hourly service between Hawkhurst and Hastings. New DDRT will serve section of route between Hawkhurst and Frant on pre-booked basis, linking also with Wadhurst and Frant rail stations.**	**All journeys to serve Whatlington instead of Mountfield. The same service number will be used between Tunbridge Wells and Hastings to improve ease of understanding.**	**All journeys to serve Whatlington instead of Mountfield. The same service number will be used between Tunbridge Wells and Hastings to improve ease of understanding.**	**Improved. Currently no service. New hourly service between Hawkhurst and Hastings. New DDRT will serve section of route between Hawkhurst and Frant on pre-booked basis, linking also with Wadhurst and Frant rail stations.**	**Improved. Currently no service. New hourly service.**	**Improved. Currently no service. New 2 hourly service between Hawkhurst and Hastings. New DDRT will serve section of route between Hawkhurst and Frant on pre-booked basis, linking also with Wadhurst and Frant rail stations.**
Stagecoach	312	Rye - Playden - Iden - Wittersham - Small Hythe - Tenterden	**Improved. Frequency doubled to hourly.**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New Rye area DDRT or shared taxi arrangement to serve communities around Rye on a pre-booked basis. Including Rye Harbour, Playden, Iden, Peasmarsh, Beckley, Udimore, Broad Oak and Pett Level.**	**Improved. Frequency doubled to hourly.**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New Rye area DDRT or shared taxi arrangement to serve communities around Rye on a pre-booked basis. Including Rye Harbour, Playden, Iden, Peasmarsh, Beckley, Udimore, Broad Oak and Pett Level.**	**Improved. Currently no service. New hourly service.**	**Improved. Currently no service. New Rye area DDRT or shared taxi arrangement to serve communities around Rye on a pre-booked basis. Including Rye Harbour, Playden, Iden, Peasmarsh, Beckley, Udimore, Broad Oak and Pett Level.**
Stagecoach	313	Northiam - Beckley - Peasmarsh - Playden - Rye - Rye Harbour	**Improved. Frequency doubled to hourly.**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New Rye area DDRT or shared taxi arrangement to serve communities around Rye on a pre-booked basis. Including Rye Harbour, Playden, Iden, Peasmarsh, Beckley, Udimore, Broad Oak and Pett Level.**	**Improved. Frequency doubled to hourly.**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New Rye area DDRT or shared taxi arrangement to serve communities around Rye on a pre-booked basis. Including Rye Harbour, Playden, Iden, Peasmarsh, Beckley, Udimore, Broad Oak and Pett Level.**	**Improved. Currently no service. New hourly service.**	**Improved. Currently no service. New Rye area DDRT or shared taxi arrangement to serve communities around Rye on a pre-booked basis. Including Rye Harbour, Playden, Iden, Peasmarsh, Beckley, Udimore, Broad Oak and Pett Level.**
Stagecoach	342	Rye - Broad Oak - Westfield - Hastings	**New pre-booked DDRT or shared taxi scheme to complement Monday to Friday only services between Broad Oak, Udimore and Rye Station (including Rye Community Transport service 326). Will also provide connections to/from improved service 2 at Broad Oak. Peak time, daytime and evening provision on 7 days a week.**							
Stagecoach	347	Pett - Guestling - Ore – Hastings	**New DDRT to replace hourly Monday to Saturday daytime only services 7, 24, 27, 347. Also to replace Monday to Saturday daytime services 2 and 23 between Hastings town centre, St Helen's and Conquest Hospital. Pre-booked service for the areas of Church Road, Priory Avenue, Elpinstone Road, Pilot Road, Milward**							

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
			Road, plus Chick Hill. Selmeston Road. Offering journey opportunities to Hastings town centre, Conquest Hospital and Morrison's. Peak time, daytime and evening provision on 7 days a week.							
Stagecoach	349	Hastings - Sedlescombe - Staplecross - Bodiam - Hawkhurst (- Cranbrook on Sundays)	**Improved. Frequency doubled to hourly.**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New hourly service**	**Improved. Frequency doubled to hourly.**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New 2 hourly service**	**Improved. Frequency doubled to hourly.**	**Improved. Currently no service. New 2 hourly service**
Stagecoach	LOOP	Eastbourne - District General Hospital - Hampden Park - Winkney Farm - Langney - Eastbourne	**Improved Frequency doubled to 15 mins**	**Improved Frequency doubled to 15 mins**	**Improved. Standardised route**	**Improved Frequency doubled to 15 mins**	**Improved Frequency doubled to 15 mins**	**Improved. Standardised route**	**Improved Frequency doubled to 30 mins**	**Improved. Standardised route**
Brighton & Hove Buses	11X	Brighton - Saltdean - Peacehaven - Newhaven - Southease - Beddingham - Selmeston - Wilmington - Polegate - Eastbourne (Summer Season Service)	**Re-introduction of improved Summer leisure service from 2022**							
Brighton & Hove Buses	12, 12A, 12X, N12	Brighton - Saltdean - Peacehaven - Newhaven - Paradise Park (12A) - Seaford - Chyngton Estate (12A) - East Dean - Eastbourne. 12X journeys are limited stop. N12 is the Night Bus service.	No change	No change	**Re-introduction of early Friday and Saturday morning Night Bus N12 journeys.**	No change	No change	**Re-introduction of early Sunday morning Night Bus N12 journeys.**	No change	No change
Brighton & Hove Buses	13X	Brighton - Saltdean - Peacehaven - Newhaven - Seaford - East Dean - Birling Gap - Beachy Head - Eastbourne	No	No change	No change	No change	No change	No change	No change	No change
Brighton & Hove Buses	14, 14A, 14B, N14	Newhaven - Peacehaven - Saltdean - Marina (14B - Sundays only) - Brighton (14A loops round Peacehaven without serving Newhaven). N14 is the Night Bus Service.	**Improved. 4 per hour between services 14, 14A, 14C (currently 3 per hour)**	**Improved. 4 per hour between services 14, 14A, 14C (currently 3 per hour)**	**Re-introduction of Night Bus N14 journeys.**	**Improved. 4 per hour between services 14, 14A, 14C (currently 3 per hour)**	**Improved. 4 per hour between services 14, 14A, 14C (currently 3 per hour)**	**Re-introduction of Night Bus N14 journeys.**	No change	No change
Brighton & Hove Buses	14C	Newhaven - Peacehaven - Saltdean - Royal Sussex Hospital - Brighton	**Re-introduction of Monday to Saturday daytime hourly service between North Peacehaven and Newhaven. This may be by way of extending Brighton & Hove service 23.**							
Brighton & Hove Buses	28	Brighton - Lewes - Ringmer (- Halland - Uckfield - Crowborough - Eridge Green evening only) (- Halland - Uckfield Sunday daytime only)	**Improved. New 2 buses per hour beyond Lewes to / from Uckfield (4 per hour in combination with service 29)**	**Improved. New 2 buses per hour beyond Lewes to / from Uckfield (4 per hour in combination with service 29)**	**Improved. New 1 bus per hour beyond Lewes to / from Uckfield (2 per hour in combination with service 29)**	**Improved. New 2 buses per hour beyond Lewes to / from Uckfield (4 per hour in combination with service 29)**	**Improved. New 2 buses per hour beyond Lewes to / from Uckfield (4 per hour in combination with service 29)**	**Improved. New 1 bus per hour beyond Lewes to / from Uckfield (2 per hour in combination with service 29)**	No change	No change
Brighton & Hove Buses	29, 29X	Brighton - Lewes - Isfield or Rose Hill - Uckfield - Crowborough - Eridge Green - Tunbridge Wells. 12X journeys are limited stop.	**Improved. Frequency doubled to 30 mins throughout**	**Improved. Frequency doubled to 30 mins throughout**	No change	**Improved. Frequency doubled to 30 mins throughout**	**Improved. Frequency doubled to 30 mins throughout**	No change	No change	**Improved. Introduction of hourly service along whole route (currently no service between Uckfield and Tunbridge Wells)**

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Metrobus	270	East Grinstead - Ashurstwood - Forest Row - Wych Cross - Chelwood Gate - Danehill - Horsted Keynes - Lindfield - Haywards Heath - Princess Royal Hospital - Burgess Hill - Hassocks - Brighton	No change	No change	**Improved. Currently no provision. Introduction of hourly service**	No change	No change	**Improved. Currently no provision. Introduction of hourly service**	**Improved. Frequency doubled to hourly**	**Improved. Currently no provision. Introduction of 2 hourly service**
Metrobus	271	Crawley - Handrcoss - Cuckfield - Haywards Heath - Princess Royal Hospital - Wivelsfield - Burgess Hill - Hassocks - Brighton - Royal Sussex Hospital	No change	No change	No change	No change	No change	No change	No change	No change
Metrobus	272	Crawley - Ardingly - Lindfield - Haywards Heath - Princess Royal Hospital - Wivelsfield - Burgess Hill - Hassocks - Brighton	No change	No change	No change	No change	No change	No change	No change	No change
Metrobus	291	Tunbridge Wells - Langton Green - Groombridge - Withyham - Hartfield - Colemans Hatch - Forest Row - Ashurstwood - East Grinstead - Felbridge - Crawley Down - Copthorne - Three Bridges - Crawley	No change	No change	**Improved. Currently runs between Forest Row and Crawley. Frequency doubled to hourly, and service extended to serve full route including Tunbridge Wells, Groombridge, Withyham, Hartfield and Coleman's Hatch.**	No change	No change	**Improved. Currently runs between Forest Row and Crawley. Frequency doubled to hourly, and service extended to serve full route including Tunbridge Wells, Groombridge, Withyham, Hartfield and Coleman's Hatch.**	**Improved. Frequency doubled to hourly**	**Improved. Currently no service. New 2 hourly service throughout**
Compass Travel	30	Lindfield - Princess Royal Hospital - Haywards Heath - Ridgeway - Princess Royal Hospital - Haywards Heath	No change	No change	No change	No change	No change	No change	No change	No change
Compass Travel	31A/31C	Cuckfield - Haywards Heath - Princess Royal Hospital - Scaynes Hill - Newick -Maresfield Uckfield (31A & 31C differ in direction between Cuckfield & Haywards Heath)	**Improved. Earlier journey from Uckfield**	No change	**Improved. Currently no service. New hourly service**	**Improved. Earlier journey from Uckfield**	hourly	**Improved. Currently no service. New hourly service**	**Improved. Currently no service. New hourly service**	**Improved. Currently no service. New 2 hourly service**
Compass Travel	39	Haywards Heath Ridgeway - Haywards Heath - Bolnore	No change	No change	No change	No change	No change	No change	No change	No change
Compass Travel	119, 120	Seaford Area Services, including Bishopstone and Alfriston.	**Improved. New pre-booked DDRT covering Seaford, Bishopstone, Alfriston, Berwick, Litlington, Lullington and West Dean. To replace hourly Monday to Saturday daytime only service 119, irregular services 120, 126 and CTLA's current Seaford Monday, Wednesday & Friday dial a ride resource. The DDRT will be integrated with Brighton & Hove's 12/12A/12X and offer connections with rails services at Seaford and Bishopstone stations. DDRT will provide a simpler service with the benefit of new peak, daytime and evening provision on 7 days a week. Some conventional fixed route service may remain where there is higher use of some journeys, including those used by school children.**							

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Compass Travel	121	Lewes - Offham - Cooksbridge - Chailey - Newick (- Sheffield Park). Weekday AM peak journey also serves Barcombe. A return school journey runs from/to Uckfield.	**Improved. Earlier journeys**	**Improved. Service doubled to hourly**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**	**Improved. Earlier journeys**	**Improved. Service doubled to hourly**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**
Compass Travel	122	Lewes - Offham - Cooksbridge - Barcombe. Saturday service includes 3 journeys serving Plumpton.	**Improved. Replaced by a pre-booked Lewes area DDRT scheme also including Barcombe, Barcombe Mills, Hamsey and Spithurst. Providing the benefit of new peak, daytime and evening service on 7 days a week. The current route 122 runs 2 hourly, Monday to Saturday daytime only, with no service for Barcombe Mills, Hamsey and Spithurst . The DDRT would be integrated with other public transport, including transfer between train and bus services at Cooksbridge, including with improved service 121.**							
Compass Travel	123	Newhaven - Piddinghoe - Rodmell - Iford - Kingston - Lewes (a weekday AM school journey starts from Saltdean and also serves Peacehaven)	**Improved. Earlier service to Lewes**	**Improved. Service doubled to hourly. Route in Newhaven changed to terminate in Newhaven town centre instead of Sainsbury's. Newhaven Valley Rd section to be served by DDRT instead.**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**	**Improved. Earlier journeys**	**Improved. Service doubled to hourly. Route in Newhaven changed to terminate in Newhaven town centre instead of Sainsbury's. Newhaven Valley Rd section to be served by DDRT instead.**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**	**Improved. Currently no service. New DDRT service, also offering connections with trains at Lewes Station.**
Compass Travel	125	Lewes - Glynde - Firle - Selmeston - Alfriston - Wilmington - Polegate - Willingdon - District General Hospital - Eastbourne	**Improved. New area wide pre-booked DDRT to replace current route 125 between Lewes and Firle plus Beddingham, with the benefit of new peak, daytime and evening provision on 7 days a week. A separate DDRT area scheme would replace the current section of service 125 route between Selmeston and Polegate. Both DDRT schemes will be integrated with other public transport in their respective areas, including trains at Glynde, Berwick and Polegate, and improved bus services at Polegate and RIngmer. The DDRT is expected to be complemented by proposed limited fixed service provision where there are higher numbers of passengers on specific journeys (such as journeys used by school children), including the continuation of Cuckmere Buses service 25 on Saturdays and service 26 on Sundays.**							
Compass Travel	126	Alfriston – Seaford	**Improved. New pre-booked DDRT covering Seaford, Bishopstone, Alfriston, Berwick, Litlington, Lullington and West Dean. To replace hourly Monday to Saturday daytime only service 119, irregular services 120, 126 and CTLA's current Seaford Monday, Wednesday & Friday dial a ride resource. The DDRT will be integrated with Brighton & Hove's 12/12A/12X and offer connections with rails services at Seaford and Bishopstone stations. DDRT will provide a simpler service with the benefit of new peak, daytime and evening provision on 7 days a week. Some conventional fixed route service may remain where there is higher use of some journeys, including those used by school children.**							
Compass Travel	127	Lewes - Landport Estate - Malling Estate - Lewes	**Improved. More journeys**	No change	**Improved. Currently no service. New DDRT service**	**Improved. More journeys**	No change	**Improved. Currently no service. New DDRT service**	**Improved. Revised CTLA service 132 to be consistent with service 127 and the DDRT, so to offer integrated provision.**	**Improved. Currently no service. New DDRT service**
Compass Travel	128, 129	Lewes - Nevill Estate - Winterbourne Estate (129 - Lewes	**Improved. New pre-booked Lewes area DDRT replacing services 128, 129 and CTLA Monday, Wednesday and Friday service 131. This will provide a size of vehicles more suited to the Lewes estate roads. The DDRT will be integrate with bus services and allow connections with trains at Lewes Station. It will also offer new peak, daytime and evening provision on 7 days a week.**							

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Compass Travel	143	Lewes - Ringmer - Laughton - Deanland Wood - Golden Cross - Lower Dicker - Horsebridge - Hailsham	**Improved. New 30 min service with a more direct route. DDRT and possibly a new community bus service to replace route in Deanland Wood.**	**Improved. New 30 min service with a more direct route (currently 2 hourly). DDRT and possibly a new community bus service to replace route in Ringmer Springett Avenue/Harrisons Lane and Deanland Wood.**	**Improved. Currently no service. New hourly service. DDRT will serve Ringmer Springett Avenue /Harrisons Lane and Deanland Wood.**	**Improved. Currently no service. New 30 min service. DDRT will serve Ringmer Springett Avenue /Harrisons Lane and Deanland Wood.**	**Improved. Currently no service. New 30 min service. DDRT will serve Ringmer Springett Avenue /Harrisons Lane and Deanland Wood.**	**Improved. Currently no service. New hourly service. DDRT will serve Ringmer Springett Avenue /Harrisons Lane and Deanland Wood.**	**Improved. Currently no service. New hourly service. DDRT will serve Ringmer Springett Avenue /Harrisons Lane and Deanland Wood.**	**Improved. Currently no service. New hourly service. DDRT will serve Ringmer Springett Avenue /Harrisons Lane and Deanland Wood.**
Compass Travel	145	Newhaven - South Heighton - Newhaven	**Improved. New pre-booked Newahven area DDRT replaces service 145 and service 123 in Newhaven Valley Road, using a size of vehicle more suited to roads in the area. It will also potentially utilise CTLA's dial a ride resource. The DDRT will be integrate with Brighton & Hove bus services 12, 12A and 12X and allow connections with trains at Newhaven Station. It will also offer new peak, daytime and evening provision on 7 days a week.**							
Compass Travel	166	Lewes - Offham - Plumpton - Wivelsfield Green - Princess Royal Hospital - Haywards Heath (a return journey on schooldays runs to/from Cuckfield)	**Improved. New pre-booked flexible bus service to replace the current limited services 166, 167 ad 168. Hourly Monday to Saturday peak and daytime frequency, with new hourly evening (2 hourly Sunday evenings) and weekend provision. The core service will run between Lewes, and Haywards Heath (including Princess Royal Hospital) for pre-booked passengers. Additionally, subject again to pre-booking, the service will flex to/from Burgess Hill, Ditchling, East Chiltington, Plumpton, Plumpton College, Streat, Westmeston and Wivesfield Green. Hassocks and Keymer will also be served, but only when it is not feasible for passengers to use alternative public transport (e.g. rail services between Hassocks, Burgess Hill and Haywards Heath, or bus services 33, 33A, 270, 271, 272, 273). Emphasis will be on connectivity with transport hubs and integration with other public transport. Separate provision will be made for school pupils who travel locally within West Sussex and those who use service 167 between Burgess Hill and Wivelsfield Green Primary School.**							
Compass Travel	167, 168	Burgess Hill - Keymer - Hassocks - Ditchling - Westmeston - Plumpton - East Chiltington - Chailey - Offham - Lewes	**Improved. New pre-booked flexible bus service to replace the current limited services 166, 167 ad 168. Hourly Monday to Saturday peak and daytime frequency, with new hourly evening (2 hourly Sunday evenings) and weekend provision. The core service will run between Lewes, and Haywards Heath (including Princess Royal Hospital) for pre-booked passengers. Additionally, subject again to pre-booking, the service will flex to/from Burgess Hill, Ditchling, East Chiltington, Plumpton, Plumpton College, Streat, Westmeston and Wivesfield Green. Hassocks and Keymer will also be served, but only when it is not feasible for passengers to use alternative public transport (e.g. rail services between Hassocks, Burgess Hill and Haywards Heath, or bus services 33, 33A, 270, 271, 272, 273). Emphasis will be on connectivity with transport hubs and integration with other public transport. Separate provision will be made for school pupils who travel locally within West Sussex and those who use service 167 between Burgess Hill and Wivelsfield Green Primary School.**							
Compass Travel	228/229	Crowborough - Jarvis Brook - Alderbrook - Crowborough - Eridge Green - Tunbridge Wells (229 circles Alderbrook and Crowborough in the opposite direction)	**Improved. New Crowborough area DDRT, in place of the current Monday to Saturday daytime only service 228/229 and also North Wealden Community Transport services 224, 226, 227. Some fixed service provision may remain where there are greater passenger flows on particular journeys. DDRT will provide the benefit of new peak, daytime and evening provision on 7 days a week. It will be integrated with Brighton & Hove Buses improved service 29 linking Tunbridge Wells, Uckfield, Lewes and Brighton. Passengers to/from Tunbridge Wells will interchange in Crowborugh town centre with through ticketing available. The DDRT will offer connections with rails services at Crowborough Station. Alternative provision will be available for students who currently use the 228/229 locally within Kent.**							
Compass Travel	231	Uckfield - Framfield - Blackboys - Heathfield - Etchingham	**Improved. Re-configured service 231 running between Uckfield and Heathfield only to an improved hourly frequency, Monday to Saturday daytime including peaks. An hourly service will also be provided evenings (2 hourly Sunday evenings) and weekends. . A new pre-booked DDRT service will run between Heathfield and Etchingham, and also serving Hurst Green and Stonegate. To include new evening and Sunday provision too. The Heathfield transport hub will offer interchange to/from the 231 and the DRT, as well as Stagecoach's improved service to/from Eastbourne and Tunbridge Wells. Seaford & District's schooldays service 331 will continue so as to cater for school pupils between Hurst Green and Heathfield College.**							
Compass Travel	261	Uckfield - Maresfield - Nutley - Coleman's Hatch - Forest Row - Ashurstwood - East Grinstead	**Improved. New pre-booked DDRT service in place of the Monday to Friday daytime only service 261. The DDRT will serve the current between Uckfield and Forest Row on 7 days a week, including evenings. Offering through journeys with Metrobus services 270 or 291 to/from East Grinstead and other destinations, including integrated ticketing. The DDRT will also provide a link between Chewood Gate and Uckfield. Some fixed timetable service provision may remain to cater for the busiest journeys, including those used by students.**							
Autocar	256	Tunbridge Wells - Frant - Bells Yew Green - Hook Green -Lamberhurst - Cousley Wood - Wadhurst	**Improved. Complimented by a wider pre-booked DDRT arrangement, which will provide new evenings and weekend provision. Integrated connections will be offered with trains and buses at Frant and Wadhurst, thereby removing the need for the separate service 354.**							

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Autocar	293	Tunbridge Wells - Pembury - Lamberhurst - Kilndown - Flimwell - Hawkhurst - Sandhurst - Iden Green - Benenden - Rolvenden - Tenderden - Leigh Green - Appledore - Iden - Playden - Rye	**The route of this Thursday only service is wholly in Kent, apart from the section in Flimwell.**							
Autocar	299	Tonbridge - Pembury - Lamberhurst - Flimwell - Hawkhurst - Sandhurst - Iden Green - Benenden - Tenterden	**The route of this Friday only service is wholly in Kent, apart from the section in Flimwell.**							
Autocar	354	Ticehurst - Wadhurst Station	**Improved. Incorporated into a wider pre-booked DDRT arrangement in collaboration with Kent CC, including new provision daytime and weekends.**							
The Big Lemon	47	East Saltdean - Saltdean - Brighton - Hove	**In conjunction with Brighton & Hove City LTA, who contract services 47 and 57, provide a consistent daytime, evening and Sunday routing**							
The Big Lemon	57	East Saltdean - Saltdean - Ovingden - Brighton								
Go-Coach (go2)	*DRT*	Sevenoaks District DRT area includes Holtye, Cowden, Edenbridge, Hever, Penshurst, Leigh, Westerham, Halstead, Swanley, Fairseat, Ivy Hatch and Sevenoaks	East Sussex County Council's aspiration to extend service coverage to Blackham, and for the provision of evening and Sunday service.							
Battle Area CT	B67	Battle - Sedlescombe – Battle	**Improved. These services will be complemented by a new pre-booked Bexhill DDRT scheme, which will also replace Stagecoach's Bexhill services 96 and 97. DDRT will run 7 days a week, including peak times and in the evening. There is potential to modify services 11,12,13,14, to address higher passenger flows currently on services 96 and 97, in conjunction with Bexhill Community Bus. Furthermore, there is also the potential for DDRT to replace the parts of these community bus routes where this only occasional use.**							
Battle Area CT	B71	Mountfield – Battle								
Battle Area CT	B72	Mountfield - Broad Oak - Brede - Mountfield - Hastings Sainsbury's - Battle - Netherfield - Battle - Hastings Sainsbury's								
Battle Area CT	B73	Battle - Robertsbridge - Mountfield - Battle								
Battle Area CT	B74	Mountfield - Netherfield - Battle - Sedlescombe - Battle; Battle - Mountfield - Robertsbridge - Hurst Green - Etchingham - Burwash;								
Battle Area CT	B75	Mountfield - Netherfield - Battle - Hastings Sainsbury's - Westfield - Sedlescombe - Netherfield - Battle								
Battle Area CT	B79	Battle - Ashburnham – Battle								
Bexhill Community Bus	11	Bexhill - Little Common	**Improved. These services will be complemented by a new pre-booked Bexhill DDRT scheme, which will also replace Stagecoach's Bexhill services 96 and 97. DDRT will run 7 days a week, including peak times and in the evening. There is potential to modify services 11,12,13,14, to address higher passenger flows currently on services 96 and 97, in conjunction with Bexhill Community Bus. Furthermore, there is also the potential for DDRT to replace the parts of these community bus routes where this only occasional use.**							
Bexhill Community Bus	12	Bexhill - Bexhill Hospital – Pebsham								
Bexhill Community Bus	13	Bexhill - Cooden Beach								
Bexhill Community Bus	14	Bexhill Local Service								

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
CTLA	131	Lewes - Wallands Estate – Lewes	**Improved. The new pre-booked Lewes area DDRT scheme is expected to cater for users of this 3 days a week community transport service. The DDRT will offer provision 7 days a week, including evenings.**							
CTLA	132	Lewes - Malling Estate - Lewes - Landport Estate - Lewes - Nevill Estate - Winterbourne Estate - Lewes (first and last journey also serve Newhaven, Piddinghoe, Iford, Kingston)	**Improved. The new pre-booked Lewes area DDRT will provide coverage at times service 132 does not run, including Sunday evenings. Service 132 will also be more consistent with the service provision provided on other days of the week, particularly Compass Travel 127 which will continue to serve Landport on Mondays to Saturdays.**							
CTLA	246	Uckfield - Maresfield - Chelwood Gate - Danehill - Sheffield Park - Fletching - Maresfield - Uckfield	**Improved. These services, running on limited days of the week, are replaced by the new pre-booked Uckfield area DDRT. The DDRT will run on 7 days a week including weekends.**							
CTLA	248	Uckfield - Buxted - Hadlow Down								
CTLA	249	Crowborough - High Hurstwood - Uckfield								
Cuckmere Buses	25	Lewes - Glynde - Firle - Selmeston - Alfriston - Wilmington - Polegate - Willingdon - District General Hospital - Eastbourne	No proposals to change this Saturday only community transport service. Additional weekday journeys may be added in conjunction with the plan to replace Monday to Friday Compass Travel service 125 with a pre-booked DDRT scheme.							
Cuckmere Buses	26	Eastbourne - District General Hospital - Willingdon - Wannock - Polegate - Wilmington - Berwick - Alfriston - Seaford	No proposals to change this Sunday only community transport service.							
Cuckmere Buses	36	Berwick - Polegate - Stone Cross - Westham -Pevensey - Langney - Pevensey Bay - Beachlands	No proposals to change these Saturday only community transport services.							
Cuckmere Buses	37	Hailsham - Stone Cross - Westham - Pevensey - Langney - Pevensey Bay - Beachlands								
Cuckmere Buses	38	Berwick - Alfriston - Selmeston - Firle - Brighton	Cuckmere Buses will withdraw this service from November 2021 due to the very low level of use. Alternative services are available by changing buses in Lewes.							
Cuckmere Buses	40	Berwick - Chalvington - Selmeston - Alciston - Wilmington - Lullington - Seaford	No current proposals to immediately change these community transport services. They will be complemented by proposed new DDRT schemes, offering additional travel opportunism on seven days a week including evenings. Working with Cuckmere Buses, consideration will be given to re-design services in response to changing demands resulting from the launch of DDRT.							
Cuckmere Buses	41	Eastbourne - Jevington - East Dean - Friston - Eastbourne								
Cuckmere Buses	42	Berwick - Chalvington - Upper Dicker - Horsebridge - Hailsham - Alciston - Alfriston - Arlington - Hailsham								
Cuckmere Buses	43	Berwick - Chalvington - Selmeston - Berwick - Polegate - Stone Cross - Langney - Eastbourne								
Cuckmere Buses	44	Berwick - Wilmington - Wannock - Polegate - Stone Cross - Langney - Eastbourne								
Cuckmere Buses	45	Hailsham - Polegate - Willingdon - District General Hospital - Eastbourne - Hampden Park - Stone Cross - Hailsham								

Operator	Service Number	Route	Mon-Fri Peak Journeys	Mon-Fri Inter-Peak Provision	Mon-Fri Evening Provision	Saturday Peak Journeys	Saturday Inter-Peak Provision	Saturday Evening Provision	Sunday Daytime Provision	Sunday Evening Provision
Cuckmere Buses	47	Berwick - Alfriston - Chyngton Estate - Seaford - Friston - Litlington - Lulliington - Berwick								
Cuckmere Buses	49	Eastbourne - Langney - Westham - Pevensey - Wartling - Herstmonceux Castle								
Cuckmere Buses	120	Seaford - Bishopstone – Seaford	**Improved. New pre-booked DDRT covering Seaford, Bishopstone, Alfriston, Berwick, Litlington, Lullington and West Dean. To replace hourly Monday to Saturday daytime only service 119, irregular services 120, 126 and CTLA's current Seaford Monday, Wednesday & Friday dial a ride resource. The DDRT will be integrated with Brighton & Hove's 12/12A/12X and offer connections with rails services at Seaford and Bishopstone stations. DDRT will provide a simpler service with the benefit of new peak, daytime and evening provision on 7 days a week. Some conventional fixed route service may remain where there is higher use of some journeys, including those used by school children.**							
Cuckmere Buses	126	Alfriston – Seaford								
Cuckmere Buses	195	Waldron - Heathfield - Punnetts Town - Rushlake Green - Bodle Street Green - Wartling - Pevensey Bay - Eastbourne	No proposals to change these Wednesdays only community transport services. They will be complemented by proposed new DDRT schemes, offering additional travel opportunism on seven days a week including evenings							
Cuckmere Buses	196	Rushlake Green - Cowbeech - Herstmonceux - Wartling - Pevensey Bay - Eastbourne								
Cuckmere Buses	H1	Berwick - Wilmington - Hailsham town service	**Improved. This service, running on limited days of the week, is expected to be replaced by amending current Stagecoach service 1X. This will offer regular service provision on 7 days a week, including evenings.**							
Cuckmere Buses	H3	Hailsham Town Service	No proposals to change these Hailsham town community transport services. They will be complemented by proposed new DDRT schemes, offering additional travel opportunism on seven days a week including evenings. Working with Cuckmere Buses, consideration will be given to re-design services in response to changing demands resulting from the launch of DDRT.							
Cuckmere Buses	H4	Hailsham Town Service								
North Wealden CTP	224	Wadhurst - Mayfield - Rotherfield - Crowborough	**Improved. These service will be incorporated into a wider Crowborough area pre-booked DDRT scheme. This will run on 7 days a week, including evenings. Some fixed service provision might remain where there are greater passenger flows on particular journeys.**							
North Wealden CTP	225	Crowborough - Rotherfield - Heathfield - Netherfield - Battle								
North Wealden CTP	226	Crowborough - Jarvis Brook - Rotherfield - Alderbrook - Crowborough								
North Wealden CTP	262	Hartfield - Nutlley - Maresfield - Uckfield - Framfield - Blackboys - Heathfield	**Improved. The section of route of between Heathfield and Nutley will be replaced by new Saturday provision on current Compass Travel routes 231 and 261. This will be further enhanced by coverage on 7 days a week, including evenings, in combination with new DDRT schemes in the Heathfield and Uckfield areas.**							
Rye & District CT	326	Rye - Udimore Broad Oak; Rye - Playden - Rye	**Improved. The new Rye area pre-booked DDRT is expected to compliment this service, providing coverage at peak times, evenings and weekends. In conjunction with Rye & District Community Transport there is also potential for DDRT to replace lesser used sections of service 326.**							

Appendix Table 3 - Bus Service Availability: Concerns and Proposals

Operator	Service Number	Route	Specific Service Concerns
Stagecoach	1	Shinewater - Langney - Eastbourne - Old Town - Willingdon - Hamlands - Hampden Park	Late Evening route should be consistent - would require extra bus to stay out in the evening. Possible long term aspiration for evening 15 min frequency as per Sunday daytime. Though also see 1X
Stagecoach	1A	Shinewater - Langney - Eastbourne - Old Town - District General Hospital - Hampden Park - Hamlands	
Stagecoach	1X	Hellingly - Hailsham - Stone Cross - Langney - Eastbourne	Current daytime frequency, and route in Hailsham, to be reviewed in relation to new Hailsham developments. Doubling the daytime frequency to 15 minutes would require 4 extra buses. Evening and Sunday provision required. Minimum hourly frequency.
Stagecoach	2	Hastings - St Helen's - Conquest Hospital - Westfield - Brede - Broad Oak - Northiam - Newenden - Rolvenden - Tenderden - Ashford	Some 2 hour gaps in the Monday to Saturday peak/daytime provision. No evening and Sunday service. Inconsistent routing of buses in Hastings. The timetable schedule has very little slack. Future concerns over the shutting of Junction Road in Hastings, which may lead to longer scheduled journey times that cannot be accommodated in the bus schedule.
Stagecoach	3	Meads - Eastbourne - Birch Industrial Estate	Service user concerns over lack of service 3A daytime provision and service 4 not serving Sainsbury's Cross Levels Way. Requests for route to include Crambourne Avenue area of Meads. Lack of evening service. No Sunday service on service 4.
Stagecoach	3A	Winkney Farm - Birch Road Industrial Estate - Meads - Eastbourne	
Stagecoach	4	Meads - Eastbourne - Old Town - Eastbourne District General Hospital	
Stagecoach	5	Sovereign Harbour North - Bridgemere - Eastbourne - District General Hospital - Sainsbury's - Winkney Farm - Langney - Pevensey - Westham - Pevensey Bay - Beachlands (from Langney to Beachlands buses are numbered 5A)	Low service frequency in Sovereign Harbour. Currently hourly daytime, Sunday two hourly, and no evening provision. Langney - Beachlands section has no evening and Sunday provision.
Stagecoach	5A	Sovereign Harbour South - Bridgemere - Eastbourne - District General Hospital - Sainsbury's - Winkney Farm - Langney - Pevensey - Westham - Pevensey Bay - Beachlands (from Beachlands to Langney buses are numbered 5)	
Stagecoach	6	Langney - Westham - Stone Cross - Polegate - Wannock - Willingdon - District General Hospital - Eastbourne	Limited peak provision, low frequency and no evening or Sunday service.
Stagecoach	6A	Polegate - Langney - Sainsbury's - District General Hospital - Eastbourne	
Stagecoach	7	Hastings - Blacklands - Hastings	A more regular Monday to Saturday service is unlikely to be viable.
Stagecoach	20	Ore - Old Town- Hastings - Sivlerhill - Hollington - Tesco - Mayfield Farm	Evening route inconsistent and has low frequency. Late first journey on Sundays
Stagecoach	21	Parker Road - Malvern Way - Downs Road - Hastings	Early last evening journey. Late start to service on Sundays with inconsistent Sunday evening route.
Stagecoach	21A	Downs Road - Malvern Way - Parker Road - Hastings	
Stagecoach	22	Down Farm - Ore - Old London Road - Hastings - Silverhill - Hollington - Harley Shute	Circuitous route between Harley Shute and Hastings. Low frequency of evening service. Late start of services on Sundays and inconsistent Sunday evening routing (22C) which also does not serve Harley Shute.
Stagecoach	22A	Down Farm - Ore - Clifton Road - Hastings - Silverhill - Hollington - Stonehouse Drive - Tesco	
Stagecoach	22C	Hastings - Hollington - Mayfield Farm - Tesco	
Stagecoach	23	Conquest Hospital - St Helen's - Hastings - West St Leonards - Hollington - Tesco	Inconsistent Monday to Saturday service frequency and no evening and Sunday provision. .
Stagecoach	23B	Hastings - West St Leonards - Harley Shute - Hollington - Tesco and Conquest Hospital or Hastings	
Stagecoach	24	Hastings - Church Road - Silverhill	No evenings and Sundays provision.
Stagecoach	26	Conquest Hospital - St Helens - Hastings - The Green - Silverhill - Conquest Hospital	No evening service apart from two journey on weekdays. Late start to service on Sundays
Stagecoach	26A	Conquest Hospital - Silverhill - The Green - Hastings - St Helens - Conquest Hospital	
Stagecoach	27	Hastings - Bohemia - Hastings	A more regular Monday to Saturday service is unlikely to be viable.

Operator	Service Number	Route	Specific Service Concerns
Stagecoach	28	Hastings - Pilot Road - Ore - Malvern Way - Conquest Hospital	Growing traffic congestion has meant more running time has had to be inserted into the timetable schedule. This has resulted in the service frequency being reduced from 60 minutes to 70 minutes, leading to service user concerns about the inconsistent timetable. Further public concerns have also been raised as, in the past, the service frequency used to be two Monday to Saturday daytime buses an hour along Priory Road. No evening service.
Stagecoach	51	Eastbourne - District General Hospital - Willingdon - Polegate - Hailsham - Hellingly - Horam - Maynards Green - Heathfield (evening and Sunday journeys serve Roebuck Park)	Expectation of a better frequency than the current Mon-Sat daytime 4 buses an hour on the key corridor between Hailsham and Eastbourne. Lack of evening service between Heathfield and Hailsham. Relatively long journey times make service unattractive compared to private modes of travel. Lack of evening service between Heathfield and Hailsham. Complication of through journeys to/from Tunbridge Wells changing service number at Heathfield.
Stagecoach	51X	Eastbourne - Willingdon - Hailsham - Hellingly - Horam - Maynards Green - Heathfield	
Stagecoach	54	Eastbourne - District General Hospital - Willingdon - Polegate - Hailsham - Horsebridge - Lower Dicker - Whitsemith - Golden Cross - East Hoathly - Halland - Uckfield	Long journey time between Uckfield and Eastbourne, due to serving Hailsham and Polegate Station. Only hourly Monday to Saturday daytime frequency between areas of housing growth and strategically important Uckfield transport hub. No evening and Sunday service between Uckfield and Hailsham
Stagecoach	54A	Eastbourne - District General Hospital - Willingdon - Polegate - Stone Cross	
Stagecoach	57	Beachlands - Pevensey Bay - Pevensey - Westham - Stone Cross - Polegate - Wannock - Willingdon School	
Stagecoach	58	Langney - Stone Cross - Polegate - Wannock - Willingdon School	
Stagecoach	70	Rye - Winchelsea - Icklesham - Guestling Green - Ore - Hastings - Bexhill College	
Stagecoach	73	Old Town - Ore - St Helens - Ark Helenswood Academy - Ark William Parker Academy	
Stagecoach	74	Harley Shute - Hollington - Beauport - Ark Helenswood Academy - Ark William Parker Academy	
Stagecoach	95	Bexhill - Bexhill Hospital - Sidley - Catsfield - Ninfield - Battle - Hastings Conquest Hospital	2 hourly daytime frequency and no evening or Sunday service. Section of route serving Sidley Watermill Lane is time-consuming, thereby unattractive to other passengers, and requires a hazardous 3 point turn.
Stagecoach	96	Bexhill - Ridgewood Gardens; Bexhill - Cooden - Little Common	Usage almost exclusively is concessionary pass holders. Only runs Mondays to Saturdays at off-peak periods.
Stagecoach	97	Bexhill - Sidley - Hooe	Usage almost exclusively is concessionary pass holders. Only runs Mondays to Saturdays at off-peak periods. Service for Hooe (just one return journey) not suited for full size bus operation. Service does not serve Bexhill Enterprise Park.
Stagecoach	98	Hastings - Pebsham - Bexhill - Sidley, then Boreham Street - Windmill Hill - Herstmonceux - Magham Down - Hellingly - Hailsham - Polegate - Willingdon - District General Hospital - Eastbourne or Bexhill Enterprise Park - Hollington - Tesco - Conquest Hospital	No evening service and no Sunday service except on Sundays locally between Sidley, Pebsham and Hastings. The combined Sunday service 98 and 99 frequency of two buses an hour between Hastings and Bexhill is relatively low for a key corridor and hourly on western section beyond.
Stagecoach	99	Silverhill - Hastings - Bexhill - Pevensey Bay - Eastbourne	Reliability improved on introduction of Bexhill - Hastings bus lanes but appears to have been set back again due recent increase in traffic volumes. Sunday hourly frequency between Eastbourne and Hastings is less than optimum. The combined Sunday service 98 and 99 frequency of two buses an hour between Hastings and Bexhill is relatively low for a key corridor.
Stagecoach	100	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Guestling - Icklesham - Winchelsea - Rye	Previously the service ran to and from Dover, but now runs between Hastings and Rye only so as to reduce impact of localised traffic delays which previously impact passengers across the whole route. Though, as a result. Camber residents now have to change buses in Rye so as to travel to Hastings. Relatively low hourly Monday to Saturday daytime frequency for a key corridor. No late evening journeys.
Stagecoach	101	Conquest Hospital - Silverhill - Hastings - Old Town - Ore - Fairlight - Winchelsea Beach - Rye	No evening service.
Stagecoach	102	Rye - Camber - Lydd - Littlestone - Greatstone - New Romney - Dymchurch - Hythe - Folkestone - Dover	Summer traffic delays in Camber. No evening service.
Stagecoach	103	Lydd - Old Romney - Brookland - Rye	
Stagecoach	251	Heathfield - Five Ashes - Mayfield - Mark Cross - Frant - Tunbridge Wells	No evening service north of Heathfield.
Stagecoach	252	Heathfield - Five Ashes - Mayfield - Rotherfield - Mark Cross - Frant - Tunbridge Wells	
Stagecoach	254	Tunbridge Wells - Frant - Wadhurst - Ticehurst - Flimwell - Hawkhurst	See service 304

Operator	Service Number	Route	Specific Service Concerns
Stagecoach	293	Lydd - Camber - Rye - Playden - Iden - Wittersham - Small Hythe - Tenterden Homewood School	
Stagecoach	304	Hastings - Silverhill - Beauport - Battle - Whatlington - Vinehall Street - Robertsbridge - Hurst Green - Hawkhurst	Low frequency of service in Whatlington due to alternate buses being routed via the A2100 so as to serve Mountfield (from where there is a very low level of use). No evening or Sunday service.
Stagecoach	305	Hastings - Silverhill - Beauport - Battle - Canadia - Mountfield - Robertsbridge - Hurst Green - Hawkhurst	
Stagecoach	312	Rye - Playden - Iden - Wittersham - Small Hythe - Tenterden	Irregular 2 hourly Monday to Saturday daytime service with no evening or Sunday provision.
Stagecoach	313	Northiam - Beckley - Peasmarsh - Playden - Rye - Rye Harbour	Irregular 2 hourly Monday to Saturday daytime service with no evening or Sunday provision. Constricting a bus schedule to allow connections with trains at Rye Station is challenging due to insufficient time in bus schedule.
Stagecoach	320	Ninfield - Claverham College	
Stagecoach	342	Rye - Broad Oak - Westfield - Hastings	Low level of Monday to Saturday daytime service (by way of service 326) and no evening or Sunday provision.
Stagecoach	347	Pett - Guestling - Ore - Hastings	Irregular Monday to Saturday 2 hourly service and including only two return journeys for Chick Hill on Saturdays. No evening and Sunday service.
Stagecoach	349	Hastings - Sedlescombe - Staplecross - Bodiam - Hawkhurst (- Cranbrook on Sundays)	Only a 2 hourly daytime frequency on Mondays to Saturdays and no evening service.
Stagecoach	359	Ore - Hastings - Bexhill St Richard's College	
Stagecoach	384	Hastings - Battle - Canadia - Mountfield - Robertsbridge College	
Stagecoach	501	Shinewater - Langney - Eastbourne - District General Hospital - Ratton School	
Stagecoach	553	Brookland - Romney - Lydd - Camber - Rye	
Stagecoach	LOOP	Eastbourne - District General Hospital - Hampden Park - Winkney Farm - Langney - Eastbourne	This was regarded as the flagship town service, linking most destination desires. Signiant users concerns over the relatively low daytime frequency. Evening and Sunday route differs to the Monday to Saturday route.
Brighton & Hove Buses	11X	Brighton - Saltdean - Peacehaven - Newhaven - Southease - Beddingham - Selmeston - Wilmington - Polegate - Eastbourne	Need to relaunch this seasonal service from 2022 onwards.
Brighton & Hove Buses	12	Brighton - Saltdean - Peacehaven - Newhaven - Seaford - East Dean - Eastbourne	Concerns over the loss of the night bus service since the pandemic.
Brighton & Hove Buses	12A	Brighton - Saltdean - Peacehaven - Newhaven - Paradise Park- Seaford - Chyngton Estate - East Dean - Eastbourne	
Brighton & Hove Buses	12X	Brighton - Saltdean - Peacehaven - Newhaven - Seaford -East Dean - Eastbourne	
Brighton & Hove Buses	13X	Brighton - Saltdean - Peacehaven - Newhaven - Seaford - East Dean - Birling Gap - Beachy Head - Eastbourne	
Brighton & Hove Buses	14/14A	Newhaven - Peacehaven - Saltdean - Brighton (14A loops round Peacehaven without serving Newhaven)	Reduction of Monday to Saturday daytime frequency from 15 mins to 20 mins within the last 18 months, together with reduction of Peacehaven - Newhaven frequency from hourly to sporadic journeys. Perception of service by North Peacehaven community as being inferior to bus service provided to other communities along A259, i.e. Saltdean and Seaford. Further concerns relating to perception of slow service 14C journeys via County Hospital (compared to more direct Service 14 journeys), whilst other community members express concerns over journeys via County Hospital only being hourly.
Brighton & Hove Buses	14B	Peacehaven - Saltdean - Brighton Marina -Royal Sussex Hospital - Brighton	
Brighton & Hove Buses	14C	Newhaven - Peacehaven - Saltdean - Royal Sussex Hospital - Brighton	
Brighton & Hove Buses	28	Brighton - Lewes - Ringmer (- Halland - Uckfield - Crowborough - Eridge Green evening only) (- Halland - Uckfield Sunday daytime only)	In recent years the service extension north of Ringmer, to/from Uckfield, has been removed. It had been anticipated that these two buses an hour (Monday to Saturday daytime) would have served the needs of new housing development in the Ridgewood area of Uckfield.
Brighton & Hove Buses	29	Brighton - Lewes - Isfield or Rose Hill - Uckfield - Crowborough - Eridge Green - Tunbridge Wells	Off-peak Monday to Saturday service 29 frequency has been reduced from 30 mins to hourly, between Uckfield and Crowborough since the pandemic. No Sunday evening service north of Uckfield.
Brighton & Hove Buses	29X	Brighton - Lewes - Rose Hill - Uckfield - Crowborugh - Eridge Green - Tunbridge Wells	
Brighton & Hove Buses	76A	Peacehaven - Saltdean - Brighton Longhill School	
Brighton & Hove Buses	79	Brighton - Ditchling Beacon	
Brighton & Hove Buses	92	Peacehaven - Newhaven - Seaford Head School	
Brighton & Hove Buses	492	Seahaven Academy - Newhaven	

Operator	Service Number	Route	Specific Service Concerns
Brighton & Hove Buses	494	Seahaven Academy - Newhaven - Peacehaven - Saltdean	
Metrobus	270	East Grinstead - Ashurstwood - Forest Row - Wych Cross - Chelwood Gate - Danehill - Horsted Keynes - Lindfield - Haywards Heath - Princess Royal Hospital - Burgess Hill - Hassocks - Brighton	No evening service.
Metrobus	271	Crawley - Handrcoss - Cuckfield - Haywards Heath - Princess Royal Hospital - Wivelsfield - Burgess Hill - Hassocks - Brighton - Royal Sussex Hospital	
Metrobus	272	Crawley - Ardingly - Lindfield - Haywards Heath - Princess Royal Hospital - Wivelsfield - Burgess Hill - Hassocks - Brighton	
Metrobus	291	Tunbridge Wells - Langton Green - Groombridge - Withyham - Hartfield - Colemans Hatch - Forest Row - Ashurstwood - East Grinstead - Felbridge - Crawley Down - Copthorne - Three Bridges - Crawley	No evening service between Forest Row and East Grinstead.
Compass Travel	30	Lindfield - Princess Royal Hospital - Haywards Heath - Ridgeway - Princess Royal Hospital - Haywards Heath	
Compass Travel	31A/31C	Cuckfield - Haywards Heath - Princess Royal Hospital - Scaynes Hill - Newick - Maresfield Uckfield (31A & 31C differ in direction between Cuckfield & Haywards Heath)	No evening and Sunday service. Relatively low Monday to Saturday daytime frequency between areas of growth that are also key transport hubs.
Compass Travel	39	Haywards Heath Ridgeway - Haywards Heath - Bolnore	
Compass Travel	119	Seaford Town Service (some journeys extend to Alfriston)	Irregular timetable and no evening or Sunday service.
Compass Travel	120	Seaford - Bishopstone - Seaford	See also Cuckmere Buses 120 for weekday service. Irregular timetable and no evening or Sunday service.
Compass Travel	121	Lewes - Offham - Cooksbridge - Chailey - Newick (- Sheffield Park). Weekday AM peak journey also serves Barcombe. A return school journey runs from/to Uckfield.	Mainly 2 hourly Monday to Saturday frequency and no evening or Sunday service.
Compass Travel	122	Lewes - Offham - Cooksbridge - Barcombe. Saturday service includes 3 journeys serving Plumpton.	2 hourly Monday to Saturday frequency and no evening or Sunday service. Inconsistent routing.
Compass Travel	123	Newhaven - Piddinghoe - Rodmell - Iford - Kingston - Lewes (a weekday AM school journey starts from Saltdean and also serves Peacehaven)	Mainly 2 hourly Monday to Saturday frequency and no evening or Sunday service.
Compass Travel	125	Lewes - Glynde - Firle - Selmeston - Alfriston - Wilmington - Polegate - Willingdon - District General Hospital - Eastbourne	The long-standing low level of use is reflected in the limited Monday to Friday service provision with irregular routing and timings. (see Cuckmere Buses 25 for Saturday service). No evening or Sunday provision.
Compass Travel	126	Alfriston - Seaford	Limited service provision with irregular routing and timings. (see also Cuckmere Buses service 26/126). No evening or Sunday provision.
Compass Travel	127	Lewes - Landport Estate - Malling Estate - Lewes	Irregular timetable schedule and routing, though up to 2 buses an hour Mondays to Saturdays daytime. No evening provision. See CTLA service 132 for Sunday daytime provision.
Compass Travel	128	Lewes - Nevill Estate - Lewes	Irregular timetable schedule. No evening provision. See CTLA service 132 for Sunday daytime provision).
Compass Travel	129	Lewes - Nevill Estate - Winterbourne Estate - Lewes	
Compass Travel	143	Lewes - Ringmer - Laughton - Deanland Wood - Golden Cross - Lower Dicker - Horsebridge - Hailsham	2 hourly frequency, Monday to Friday only. No evening or weekend service. Potential to develop a strategic transport link between the transport hubs of Hailsham and Lewes, and beyond.
Compass Travel	145	Newhaven - South Heighton - Newhaven	Only 3 off peak return journeys, Monday to Saturday daytime only. No peak time service or evening and Sunday service.
Compass Travel	166	Lewes - Offham - Plumpton - Wivelsfield Green - Princess Royal Hospital - Haywards Heath (a return journey on schooldays runs to/from Cuckfield)	2 hourly Monday to Friday frequency. Saturday service limited 2 return journeys running between Plumpton and Lewes as a variation to route 166. No evening or Sunday service.
Compass Travel	167	Burgess Hill - Keymer - Hassocks - Ditchling - Westmeston - Plumpton - East Chiltington - Chailey - Offham - Lewes	Irregular timetable and routing limited to certain weekdays. No evening or weekend service.
Compass Travel	168	Burgess Hill - Keymer - Hassocks - Ditchling - Plumpton - East Chiltington - Wivelsfield Green - Ditchling - Burgess Hill	
Compass Travel	228/229	Crowborough - Jarvis Brook - Alderbrook - Crowborough - Eridge Green - Tunbridge Wells (229 circles Alderbrook and Crowborough in the opposite direction)	Irregular timetable and routing. No evening or Sunday service.

Operator	Service Number	Route	Specific Service Concerns
Compass Travel	231	Uckfield - Framfield - Blackboys Heathfield - Etchingham	Irregular timetable. No evening or weekend service, apart from some Saturday daytime journeys between Heathfield and Uckfield provided by North Wealden CT service 262. Timetable schedule constraints in offering connections to and from trains at Etchingham Station.
Compass Travel	261	Uckfield - Maresfield - Nutley - Coleman's Hatch - Forest Row - Ashurstwood - East Grinstead	Irregular timetable and time-consuming diversion via Colemans Hatch. No evening or weekend service, apart from some Saturday daytime journeys between Nutley and Uckfield provided by North Wealden CT service 262 .
Compass Travel	492	South Heighton - Seahaven Academy	
Compass Travel	493	South Heighton - Seahaven Academy	
Autocar	255	Benenden - Iden Green - Sandhurst - Hawkhurst - Flimwell - Kilndown - Lamberhurst - Penbury - Tunbridge Wells	
Autocar	256	Tunbridge Wells - Frant - Bells Yew Green - Hook Green -Lamberhurst - Cousley Wood - Wadhurst	Use of 256 is primarily by Kent Residents, though it provides the only service for the East Sussex communities of Pell Green, Cousley Wood, Hook Green and Bells Yew Green. There is no evening or weekend provision.
Autocar	293	Tunbridge Wells - Pembury - Lamberhurst - Kilndown - Flimwell - Hawkhurst - Sandhurst - Iden Green - Benenden - Rolvenden - Tenderden - Leigh Green - Appledore - Iden - Playden - Rye	
Autocar	299	Tonbridge - Pembury - Lamberhurst - Flimwell - Hawkhurst - Sandhurst - Iden Green - Benenden - Tenterden	
Autocar	354	Ticehurst - Wadhurst Station	
The Big Lemon	47	East Saltdean - Saltdean - Brighton - Hove	
The Big Lemon	57	East Saltdean - Saltdean - Ovingden - Brighton	
Go-Coach	TW8	Edenbridge - Hever - Cowden - Holtye - Ashurst - Fordham - Langton Green - Tunbridge Wells - Southfields	
Go-Coach	*DRT*	Sevenoaks District DRT area includes Holtye, Cowden, Edenbridge, Hever, Penshurst, Leigh, Westerham, Halstead, Swanley, Fairseat, Ivy Hatch and Sevenoaks	
Marshopper	ES	Eastbourne Sightseeing Service	
Arriva	286	Hartfield - Withyham - Groombridge - Langton - Speldhurst - Southborough - Tunbridge Wells	
Hams Travel	258	Bells Yew Green - Hook Green - Lamberhurst - Kilndown - Cousley Wood - Uplands Community College	Capacity concerns on the Kent County Council LTA section of route.
Hams Travel	294	Iden - Peasmarsh - Beckley - Northiam - Newenden - Rolvenden - Tenterden Homewood School	
Hams Travel	U1	John's Cross - Robertsbridge - Hurst Green - Flimwell - Ticehurst - Wadhurst - Uplands Community College	
Hams Travel	U2	Hawkhurst - Flimwell - Ticehurst - Wadhurst - Uplands Community College	
Hams Travel	U3	Burwash - Etchingham - Hurst Green - Uplands Community College	
Hams Travel	U4	Flimwell - Ticehurst - Wadhurst - Uplands Community College	
Hams Travel	U5	Ticehurst - Wadhurst - Uplands Community College	
Hams Travel	U19	Tunbridge Wells - Frant - Uplands Community College	
Rambler Coaches	304	Hastings - Battle - Claverham College	
Rambler Coaches	342	Rye - Udimore - Broad Oak - Westfield	
Rambler Coaches	355	Netherfield - Battle - Claverham College	
Rambler Coaches	356	Little Common - Hooe - Claverham College	
Rambler Coaches	360	Etchingham - Hurst Green - Roberstsbridge - Sedlescombe - Bexhill College	Low level of use.
Rambler Coaches	361	Peasmarsh - Beckley - Northiam - Brede - Westfield - Bexhill College	Low level of use.
Rambler Coaches	381	Westfield - Broad Oak - Northiam - Staplecross - Robertsbridge College	
Rambler Coaches	382	Rye - Udimore - Broad Oak - Westfield - Robertsbridge College	Variable levels of demand mean that school pupils may have to stand due to all seats being occupied.
Rambler Coaches	383	Peasmarsh - Sedlescombe - Robertsbridge College	

Operator	Service Number	Route	Specific Service Concerns
Seaford & District	142	Polegate - Hailsham - Horsebridge - Lower Dicker - Golden Cross - Whitesmith - East Hoathly - Ringmer - Lewes	
Seaford & District	149	Scaynes Hill - Haywards Heath - Lindfield - Haywards Heath - Wivelsfield Green - Chailey School	Demand for service from school pupils may at some point exceed its capacity.
Seaford & District	150	Withyham - Hartfield - Forest Row - Chelwood Gate - Danehill - Chailey School	
Seaford & District	227	Five Ashes - Rotherfield - Crowborough	
Seaford & District	266	Hellingly - Horam - Maynards Green - Heathfield Community College	
Seaford & District	267	Hailsham - Roebuck Park - Horam - Maynarrds Green - Heathfield Community College	Regular tree clearance is required for the double deck bus used on this service.
Seaford & District	268	Boreham Street - Windmill Hill - Herstmonceux - Magham Down - Hellingly - Heathfield Community College	
Seaford & District	269	Hailsham - Horsebridge - Hellingly - Horam - Maynards Green - Heathfield Community College	
Seaford & District	318	Heathfield - Blackboys - Framfield - Uckfield - Halland - Whitesmith - Muddles Green - Golden Cross - Laughton - Ringmer King's Academy	
Seaford & District	331	Uckfield - Framfield - Blackboys Heathfield - Etchingham - Hurst Green	
Seaford & District	468	Ditchling - Westmeston - Plumpton - Chailey School	Demand for service from school pupils may at some point exceed its capacity.
Battle Area Community Transport	B67	Battle - Sedlescombe - Battle	These community transport services run on limited days of the week. There is no peak time, evening or weekend service provision,
Battle Area Community Transport	B71	Mountfield - Battle	
Battle Area Community Transport	B72	Mountfield - Broad Oak - Brede - Mountfield - Hastings Sainsbury's - Battle - Netherfield - Battle - Hastings Sainsbury's	
Battle Area Community Transport	B73	Battle - Robertsbridge - Mountfield - Battle	
Battle Area Community Transport	B74	Mountfield - Netherfield - Battle - Sedlescombe - Battle; Battle - Mountfield - Robertsbridge - Hurst Green - Etchingham - Burwash;	
Battle Area Community Transport	B75	Mountfield - Netherfield - Battle - Hastings Sainsbury's - Westfield - Sedlescombe - Netherfield - Battle	
Battle Area Community Transport	B79	Battle - Ashburnham - Battle	
Bexhill Community Bus	11	Bexhill - Little Common	Limited number of journeys, Monday to Saturday daytime only. Use is almost exclusively by concessionary pass holders.
Bexhill Community Bus	12	Bexhill - Bexhill Hospital - Pebsham	
Bexhill Community Bus	13	Bexhill - Cooden Beach	
Bexhill Community Bus	14	Bexhill Local Service	
Community Transport for the Lewes Area	131	Lewes - Wallands Estate - Lewes	Service runs on limited days of the week, daytime only.

Operator	Service Number	Route	Specific Service Concerns
Community Transport for the Lewes Area	132	Lewes - Malling Estate - Lewes - Landport Estate - Lewes - Nevill Estate - Winterbourne Estate - Lewes (first and last journey also serve Newhaven, Piddinghoe, Iford, Kingston)	This Sunday service is more complicated from a user's perspective, as the route differs from the weekday provision.
Community Transport for the Lewes Area	246	Uckfield - Maresfield - Chelwood Gate - Danehill - Sheffield Park - Fletching - Maresfield - Uckfield	These services run on limited days of the week, daytime only.
Community Transport for the Lewes Area	248	Uckfield - Buxted - Hadlow Down	
Community Transport for the Lewes Area	249	Crowborough - High Hurstwood - Uckfield	
Cuckmere Buses (community transport)	25	Lewes - Glynde - Firle - Selmeston - Alfriston - Wilmington - Polegate - Willingdon - District General Hospital - Eastbourne	Limited number of journeys and no evening provision.
Cuckmere Buses (community transport)	26	Eastbourne - District General Hospital - Willingdon - Wannock - Polegate - Wilmington - Berwick - Alfriston - Seaford	Limited number of journeys running on Sundays only, and no evening provision.
Cuckmere Buses (community transport)	36	Berwick - Polegate - Stone Cross - Westham -Pevensey - Langney - Pevensey Bay - Beachlands	Limited number of journeys running on Sundays only, and no evening provision.
Cuckmere Buses (community transport)	37	Hailsham - Stone Cross - Westham -Pevensey - Langney - Pevensey Bay - Beachlands	
Cuckmere Buses (community transport)	38	Berwick - Alfriston - Selmeston - Firle - Brighton	Cuckmere Buses have given notice to withdraw this service from November 2021 due to the very low level of use.
Cuckmere Buses (community transport)	40	Berwick - Chalvington - Selmeston - Alciston - Wilmington - Lullington - Seaford	Limited number of journeys running on some days of the week only, and no evening provision
Cuckmere Buses (community transport)	41	Eastbourne - Jevington - East Dean - Friston - Eastbourne	
Cuckmere Buses (community transport)	42	Berwick - Chalvington - Upper Dicker - Horsebridge - Hailsham - Alciston - Alfriston - Arlington - Hailsham	
Cuckmere Buses (community transport)	43	Berwick - Chalvington - Selmeston - Berwick - Polegate - Stone Cross - Langney - Eastbourne	
Cuckmere Buses (community transport)	44	Berwick - Wilmington - Wannock - Polegate - Stone Cross - Langney - Eastbourne	
Cuckmere Buses (community transport)	45	Hailsham - Polegate - Willingdon - District General Hospital - Eastbourne - Hampden Park - Stone Cross - Hailsham	
Cuckmere Buses (community transport)	47	Berwick - Alfriston - Chyngton Estate - Seaford - Friston - Litlington - Lulliington - Berwick	Seasonal service only
Cuckmere Buses (community transport)	49	Eastbourne - Langney - Westham - Pevensey - Wartling - Herstmonceux Castle	Limited seasonal service
Cuckmere Buses (community transport)	120	Seaford - Bishopstone - Seaford	Monday to Friday daytime only service

Operator	Service Number	Route	Specific Service Concerns
Cuckmere Buses (community transport)	126	Alfriston - Seaford	
Cuckmere Buses (community transport)	195	Waldron - Heathfield - Punnetts Town - Rushlake Green - Bodle Street Green - Wartling - Pevensey Bay - Eastbourne	Wednesday only shopper service.
Cuckmere Buses (community transport)	196	Rushlake Green - Cowbeech - Herstmonceux - Wartling - Pevensey Bay - Eastbourne	
Cuckmere Buses (community transport)	H1	Berwick - Wilmington - Hailsham town service	This area of Hailsham has significant new residential development, for which the access needs are not being met by the existing limited service, running on specific days of the week only. There is also no evening or Sunday provision.
Cuckmere Buses (community transport)	H3	Hailsham Town Service	Runs on specific days of the week only. There is also no evening or Sunday provision.
Cuckmere Buses (community transport)	H4	Hailsham Town Service	
North Wealden Community Transport Partnership	224	Wadhurst - Mayfield - Rotherfield - Crowborough	This service runs on limited days of the week, daytime only.
North Wealden Community Transport Partnership	225	Crowborough - Rotherfield - Heathfield - Netherfield - Battle	This service runs on limited days of the week, daytime only.
North Wealden Community Transport Partnership	226	Crowborough - Jarvis Brook - Rotherfield - Alderbrook - Crowborough	This service runs on limited days of the week, daytime only.
North Wealden Community Transport Partnership	262	Hartfield - Nutlley - Maresfield - Uckfield - Framfield - Blackboys - Heathfield	This service runs on limited days of the week, daytime only. It replaces Compass Travel services 231 and 261 on Saturdays between Heathfield and Uckfield, and Uckfield and Nutley. The service is therefore more complicated from a user's perspective, as the route differs from the weekday provision.
Rye & District Community Transport	326	Rye - Udimore Broad Oak; Rye - Playden - Rye	Irregular service and route pattern, Monday to Friday daytime only.

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APPENDIX C - BUS DATA

Appendix Table 4 - Bus Operators in East Sussex with full list of routes

Bus Operator Name	No. of Routes Operated	Routes
Stagecoach South East	61	1, 100, 101, 102, 1A, 1X, 2, 20, 21, 21A, 21B, 22, 22A, 22C, 23, 23B, 24, 251, 252, 254, 26, 26A, 27, 28, 292, 3, 304, 305, 312, 313, 320, 342, 349, 347, 359, 384, 3A, 4, 5, 501, 51, 51X, 54, 54A, 553, 57, 58, 5A, 6, 6A, 7, 70, 73, 74, 95, 96, 97, 98, 98A, 99, LOOP
Brighton & Hove Bus and Coach Company	30	12, 12A, 12X, 13X, 14, 14A, 14B, 14C, 23, 25, 25X, 27, 27B, 27C, 28, 29, 29B, 29X, 492, 494, 50, 5B, 76A, 79, 84, 92, N12, N14, N25, N29
Compass Travel	22	119, 120, 121, 122, 123, 125, 126, 127, 128, 129, 143, 145, 166, 167, 168, 228, 229, 231, 261, 31, 492, 493
Cuckmere Buses	17	120, 125, 126, 195, 196, 36, 37, 40, 41, 42, 44, 45, 47, 49, H1, H3, H4
Rambler Coaches	10	304, 313, 342, 355, 356, 360, 361, 381, 382, 383
Seaford & District	11	142, 149, 150, 227, 267, 268, 269, 318, 331, 468, ESS, Stagecoach South East, 1, 100, 101, 102, 1A
Metrobus	5	270, 271, 272, 291, 84
Battle Area Community Transport	7	B67, B71, B72, B73, B74, B75, B79
Hams Travel	7	253, 254, 254R, 258, 293, 299, U19
Community Transport for Lewes Area	7	131, 132, 145, 145X, 246, 248, 249
Autocar Bus & Coach Services	5	255, 256, 288, 354, 952
Go-Coach Hire	2	243, 238
Wealdlink Community Transport	4	224, 225, 226, 262
The Big Lemon	2	47, 57
Bexhill Community Bus	4	11, 12, 13, 14
Arriva Kent and Surrey	1	286
Rye Community Transport	1	326

Appendix Table 5 - Bus Punctuality Data

Routes that Operate into East Sussex: Data for Percentage of Observations Operating "On Time"							
Measured by Traffic Commissioner standard of 1 minute early to 5 minutes late							
Summary Table of Area & Operator		3 - 30 November 2019			6 June - 3 July 2021		
		On Time	Total	% On Time	On Time	Total	% On Time
Areas	Grand Total	458,079	620,723	74%	449,302	566,261	79%
	East Sussex Total	433,283	588,605	74%	416,415	527,354	79%
	Cross Border Total	24,796	32,118	77%	32,887	38,907	85%
Operator	Stagecoach East Kent Total	244,844	317,308	77%	259,595	307,263	84%
	Brighton & Hove Buses Total	184,665	266,024	69%	135,119	190,948	71%
	Compass Travel Total	1,306	1,966	66%	15,324	21,139	72%

Please see separately submitted detailed Bus Punctuality data table for a breakdown of punctuality by service.

Appendix Table 6 - Timetable Journey Times for Selected Services and Selected Key Journeys (September 2021)

Operator	Service	Route Section	M-F AM Peak **	M-F daytime	Sunday daytime
Brighton & Hove	12	Seaford Library - Brighton Station	74	59	62
Brighton & Hove	12A	Seaford Millberg Rd - Brighton Station	82	71	77
Brighton & Hove	12X	Eastbourne Gildredge Road - Brighton Station	88	79	
Brighton & Hove	14	Peacehaven Meridian Centre - Brighton Station	38	38	38
Brighton & Hove	28	Lewes Bus Station - Brighton Churchill Square	45	40	38
Brighton & Hove	28	Ringmer Broyle Estate - Lewes Bus Station	22	16	16
Brighton & Hove	29	Uckfield Bus Station - Isfield - Lewes Bus Station	28	20	22
Brighton & Hove	29	Crowborough Cross - Uckfield Bus Station	25	26	23
Stagecoach	1	Eastbourne Gildredge Road - Hazelwood Ave Malvern Close	26	24	24
Stagecoach	1/1A	Larkspur Drive Foxglove Rd - Easbourne Gildredge Road	38	33	33
Stagecoach	1A	Eastbourne Gildredge Road - Hamlands Seven Sisters PH	34	32	32
Stagecoach	1X	Roebuck Park - Hailsham High Street	14	13	
Stagecoach	1X	Hailsham High Street - Eastbourne Gildredge Road	52	43	
Stagecoach	2	Northiam Coppards Lane - Conquest Hospital	28	27	
Stagecoach	3	Foot of Beachy Head - Eastbourne Gildredge Road	17	17	17
Stagecoach	5/5A	Bridgemere Rd - Eastbourne Cornfield Road	15	12	12
Stagecoach	5/5A	Winkney Farm Wilton Ave - Eastbourne Cornfield Road	34	28	
Stagecoach	5/5A	Langney Shopping Centre - Winkney Farm Wilton Ave	13	9	
Stagecoach	5/5A	Beachlands - Langney Shopping Centre	35	32	
Stagecoach	6	Langney Shopping Centre - Polegate Station	24	20	
Stagecoach	20	Ore Crowborough Rd - Hollington Sandringham Heights	51	55	55
Stagecoach	21A	Malverrn Way - Hastings Staton	16	17	17
Stagecoach	22A	Ore Hastings Academy - Hollington Tesco	52	54	53
Stagecoach	26	Conquest Hospital - Hastings Station	19	22	22
Stagecoach	26A	Conquest Hospital - Hastings Station	36	33	33
Stagecoach	28	Conquest Hospital - Hastings Station	34	33	26

Operator	Service	Route Section	M-F AM Peak **	M-F daytime	Sunday daytime
Stagecoach	51	Heathfield High Street - Hailsham High Street	35	30	30
Stagecoach	51	Hailsham High Street - Eastbourne Cornfield Road	42	38	30
Stagecoach	54	Hailsham North Street - Uckfield Bus Station	49	34	
Stagecoach	98	Polegate High Street - Eastbourne Cornfield Road	28	22	
Stagecoach	98	Bexhill Devonshire Road - Hailsham High Street	66	50	
Stagecoach	98	Sidley Mount Idol View - Hastings Station	56	56	52
Stagecoach	99	Eastbourne Gildredge Road - Bexhill Devonshire Road	50	45	41
Stagecoach	99	Bexhill Devonshire Road - Hastings Station	34	34	30
Stagecoach	100	Rye Station - Hastings Station	43	43	48
Stagecoach	101	Rye Station - Hastings Station	47	49	48
Stagecoach	102	Camber Sands Holiday Park - Rye Station	21	21	13
Stagecoach	252	Heathfield Fire Station - Tunbridge Wells Royal Victoria Place	48	42	44
Stagecoach	254	Hawkhurst High Street - Tunbridge Wells Royal Victoria Place	48	48	
Stagecoach	304	Hawkhurst High Street - Hastings Silverhill	50	49	
Stagecoach	312	Tenterden The Vine - Rye Station	27	27	
Stagecoach	313	Northiam Coppards Lane - Rye Station	25	25	
Stagecoach	349	Hawkhurst Victoria Hall - Hastings Station	64	52	53
Stagecoach	Loop	Eastbourne Gildredge Road - Eastbourne Gildredge Road	84	82	70
Stagecoach	Loop	Eastbourne Cornfield Road - Eastbourne Cornfield Road	82	82	68
Compass Travel	31	North Chailey Kings Head - Uckfield Bus Station	20	20	
Compass Travel	123	Newhaven Lower Place - Lewes Bus Station	26	25	
Compass Travel	127	Lewes Friars Walk - Landport Waldshut Road	8	8	
Compass Travel	231	Heathfield Fire Station - Uckfield Bus Station	21	19	
			1,914	1,754	1,127

Peak excess timetabled journey time compared to off-peak	**109**	**%**

**AM peak defined as nearest 08:30 arrival at destination

Please note that the times in this table are timetabled journey times

Appendix Table 7 - Bus Reliability - Lost Mileage Table - Routes that Operate in or to East Sussex: Data for Percentage of Scheduled Mileage Operated

		3 - 30 November 2019				6 June - 3 July 2021			
County	Operator Name	Scheduled Miles	Operated Miles	Lost Mileage	% Operated	Scheduled Miles	Operated Miles	Lost Mileage	% Operated
East Sussex	Stagecoach East Kent	23,011,450	22,765,056	246,395	98.93%	23,152,946	22,605,737	547,209	97.64%
	Brighton & Hove Buses	4,665,141	4,624,277	40,864	99.12%	4,512,597	4,471,680	40,917	99.09%
Cross Border	Metrobus Ltd	2,373,827	2,365,628	8,198	99.65%	2,404,512	2,394,990	9,522	99.60%
East Sussex		27,928,316	27,641,058	287,258	98.97%	27,953,117	27,364,991	588,126	97.90%
	Grand Total	**30,302,143**	**30,006,686**	**295,457**	**99.02%**	**30,357,629**	**29,759,982**	**597,648**	**98.03%**

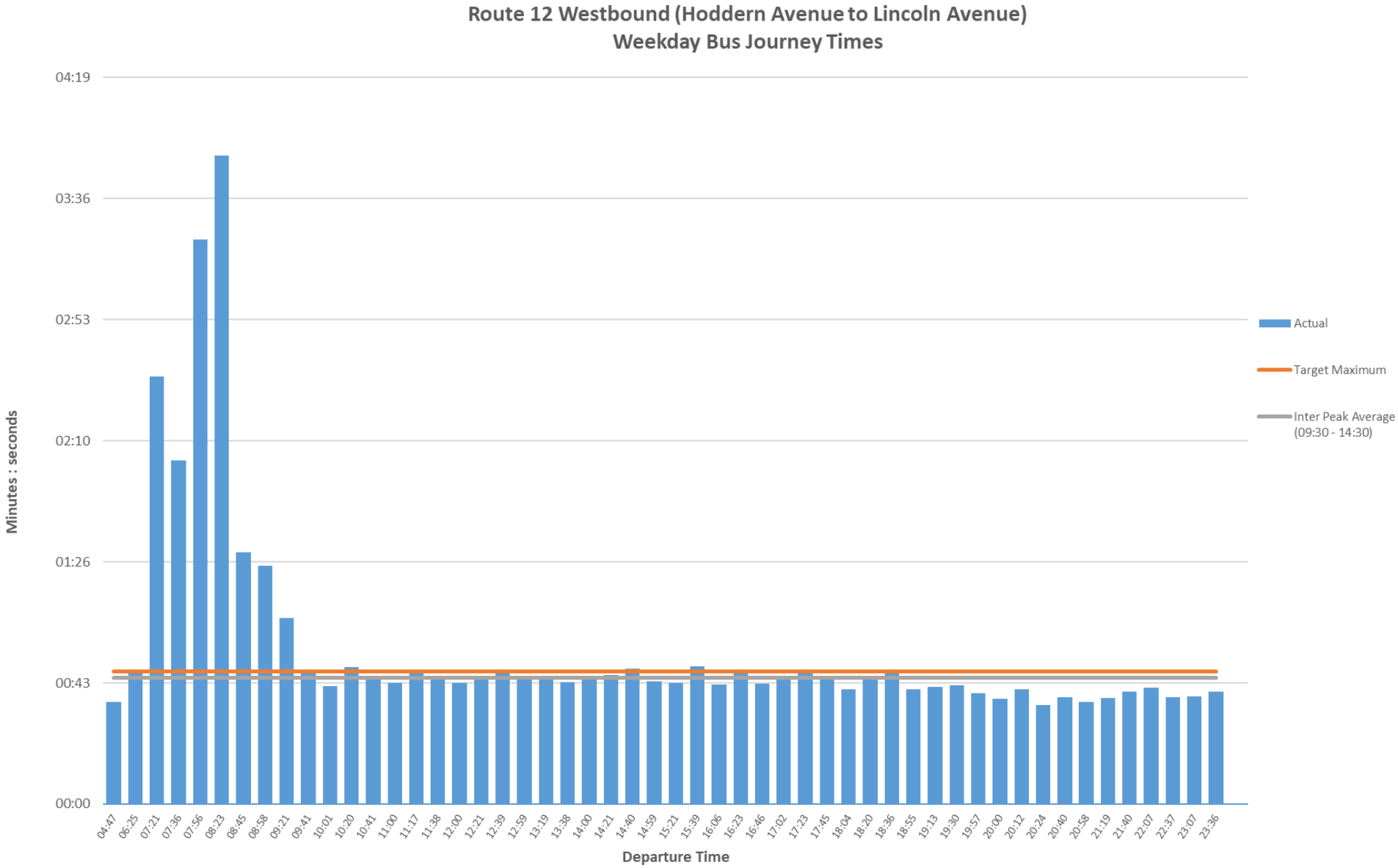
Please see separately submitted detailed 'Lost Mileage' data table for a breakdown by service.

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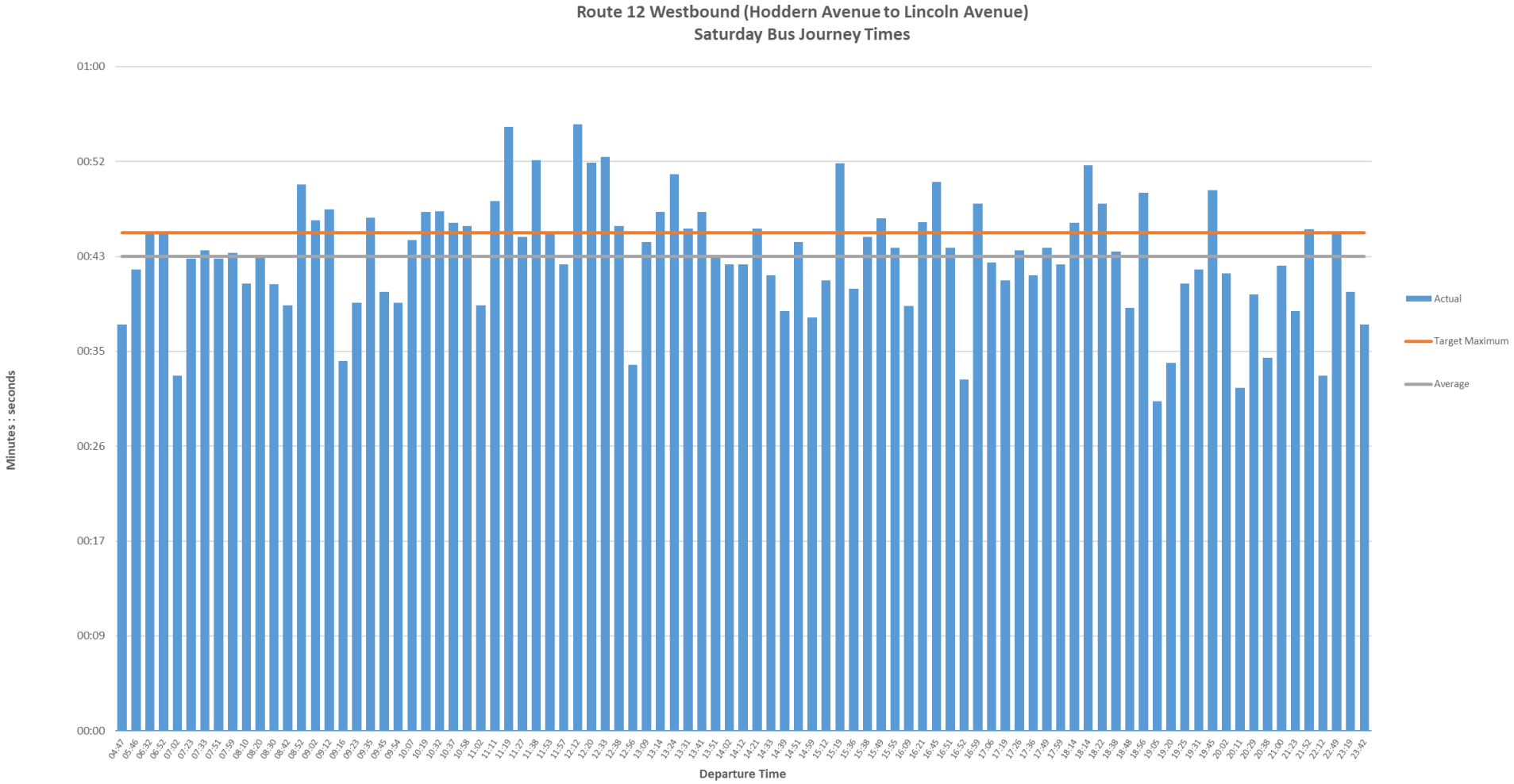
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APPENDIX D - BUS JOURNEY DATA (BUS DELAYS)

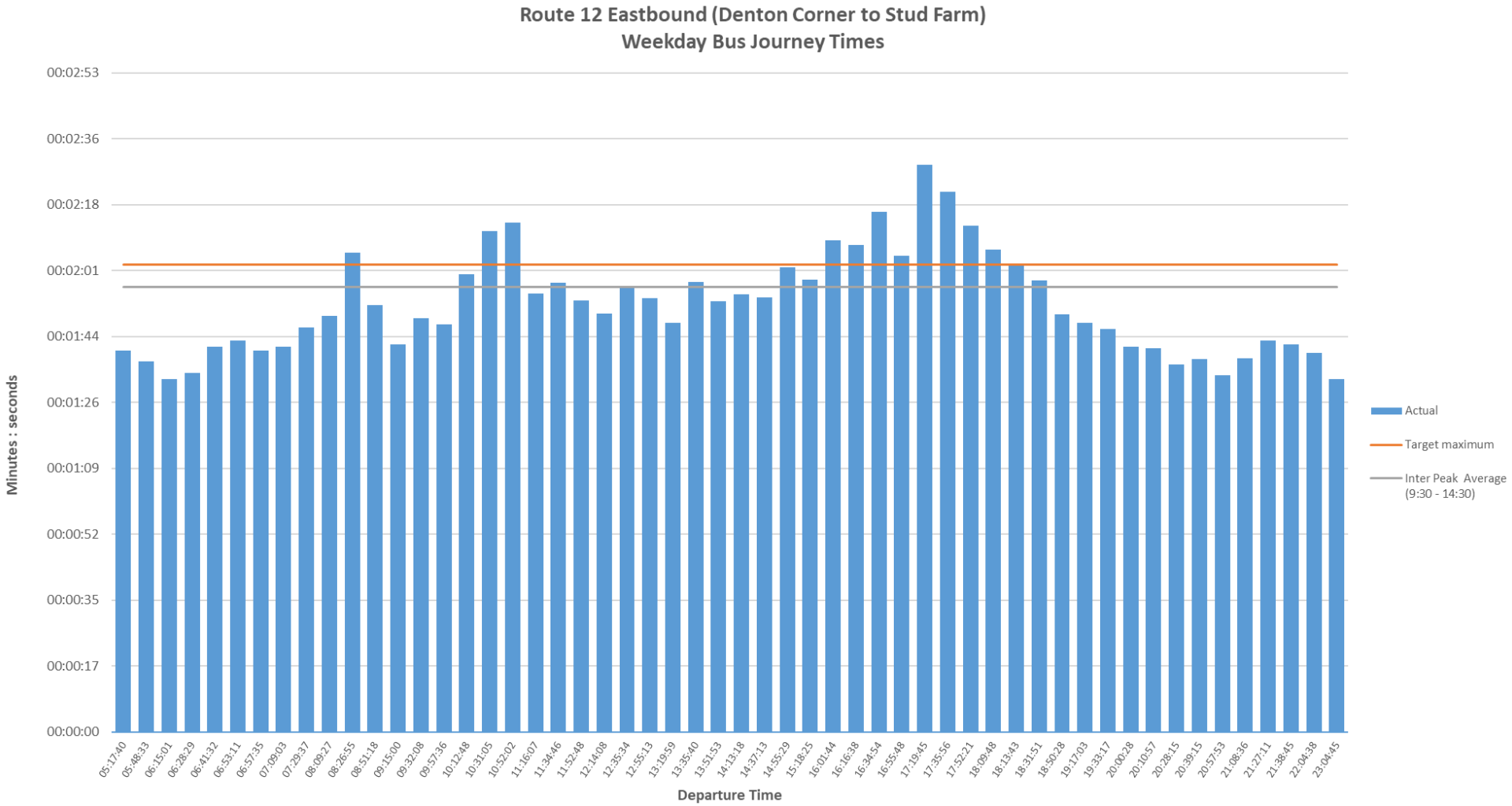
Appendix Figure 1 - Bus Journey Times - Route 12 Westbound Weekday



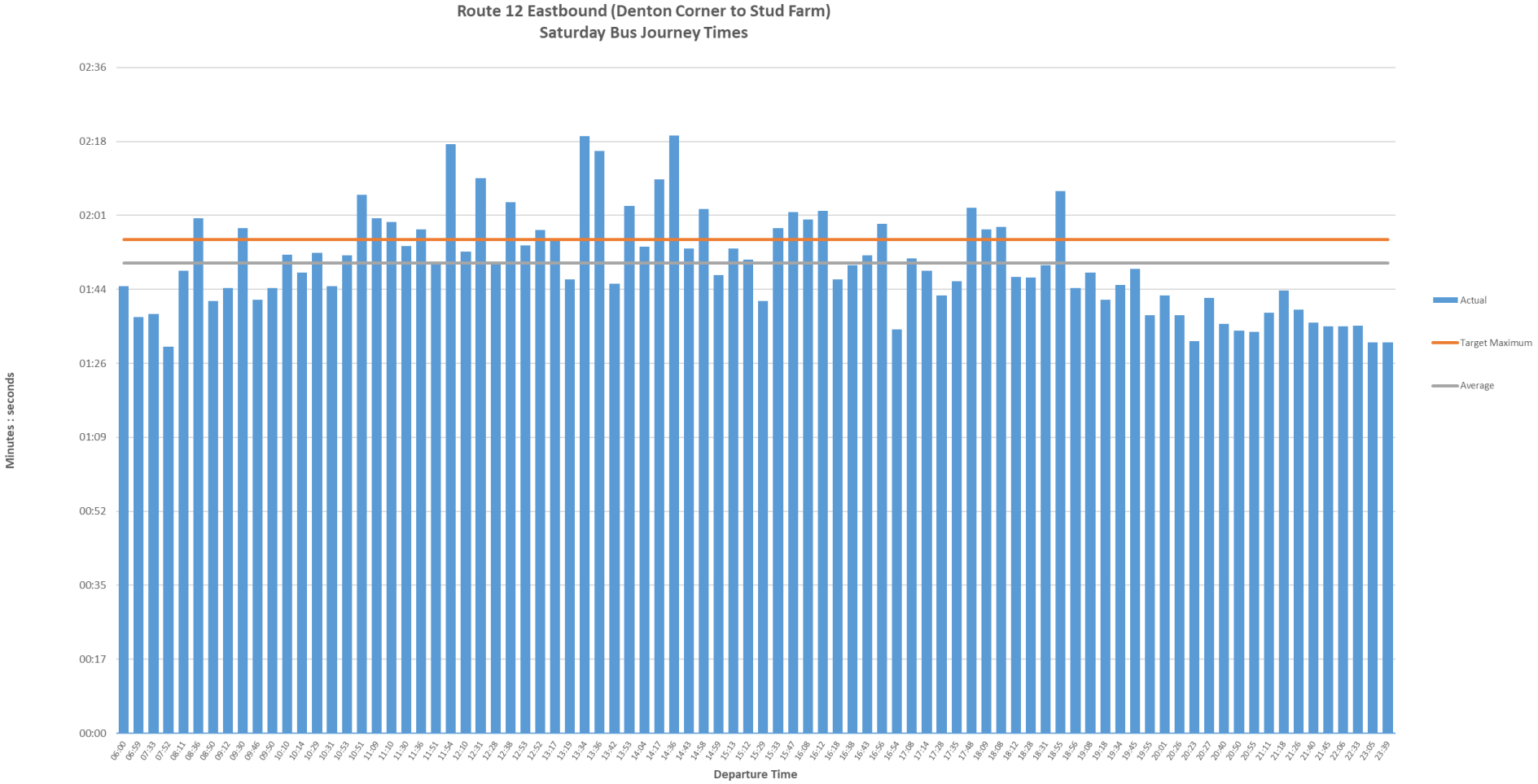
Appendix Figure 2 - Bus Journey Times - Route 12 Westbound Saturday



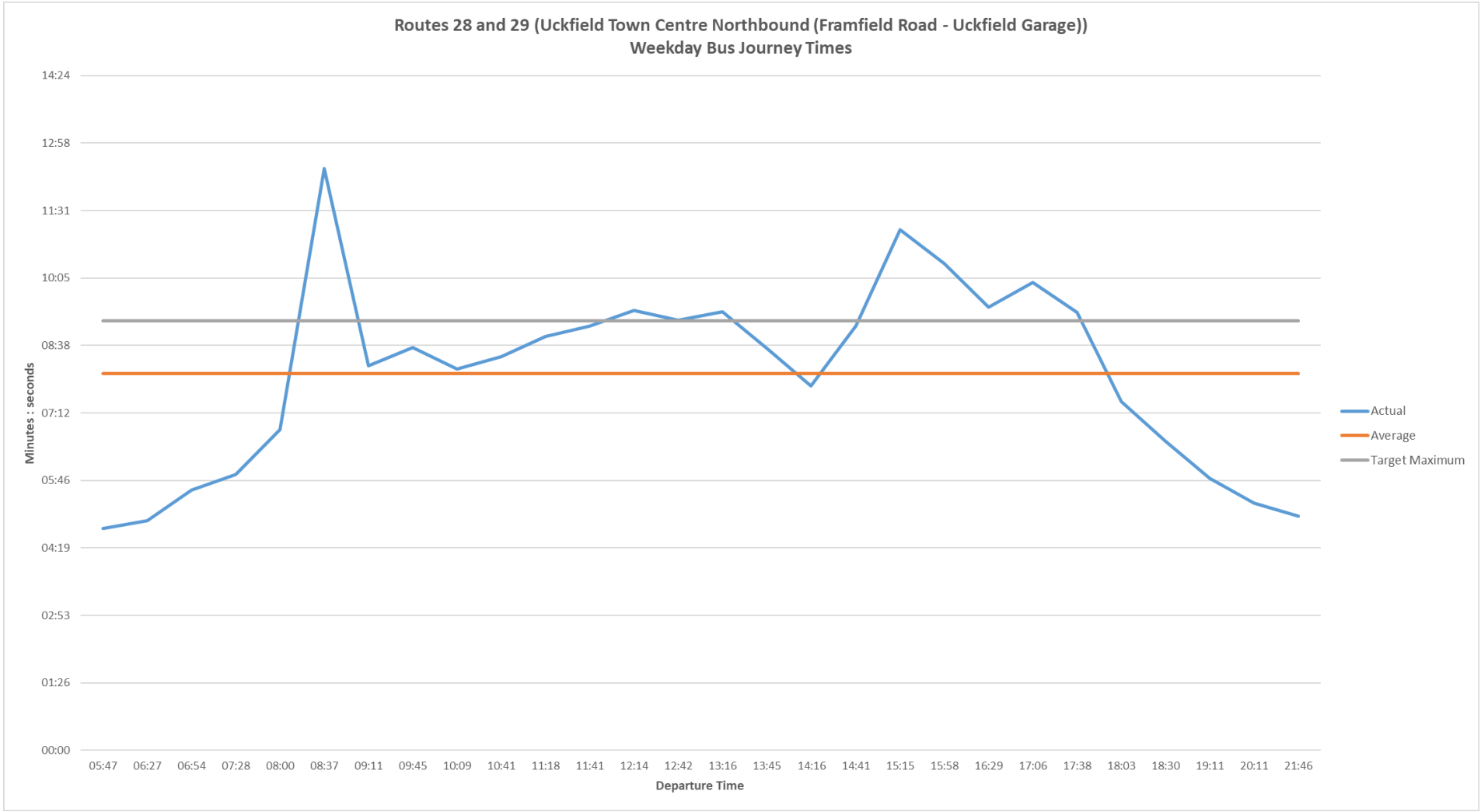
Appendix Figure 3 - Bus Journey Times - Route 12 Eastbound Weekday



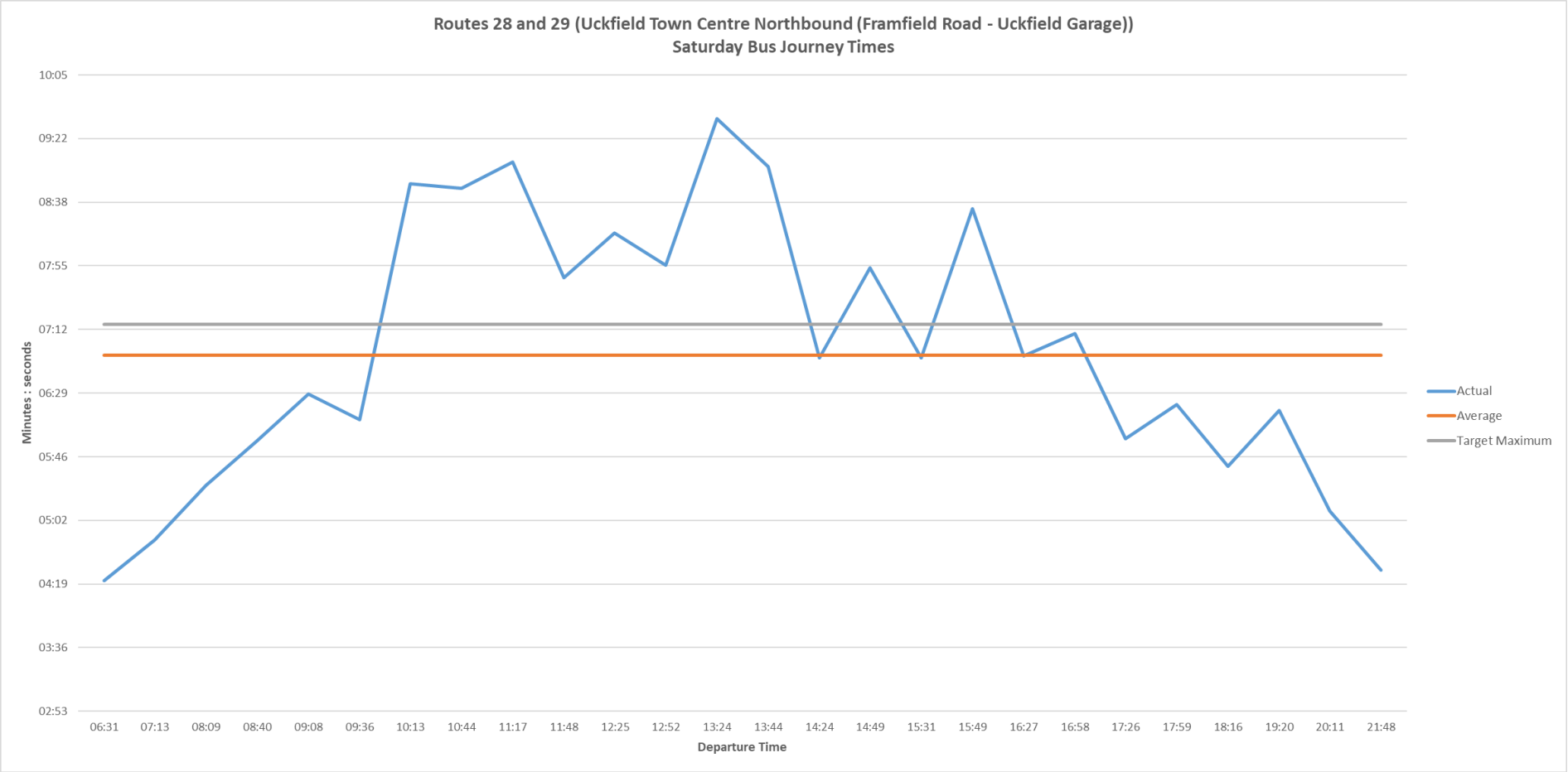
Appendix Figure 4 - - Bus Journey Times - Route 12 Eastbound Saturday



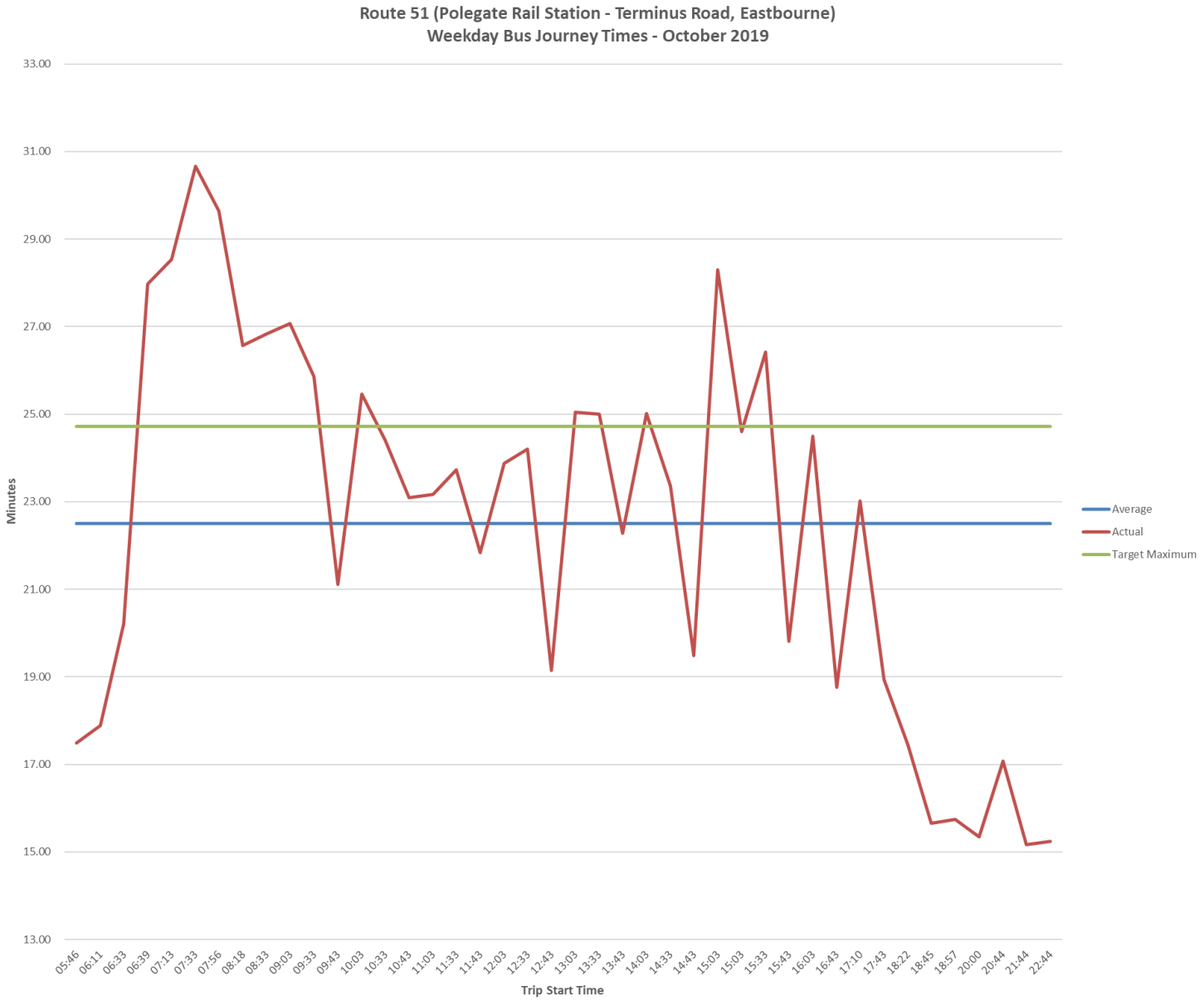
Appendix Figure 5 - Bus Journey Times – Routes 28 & 29 - Northbound Weekday



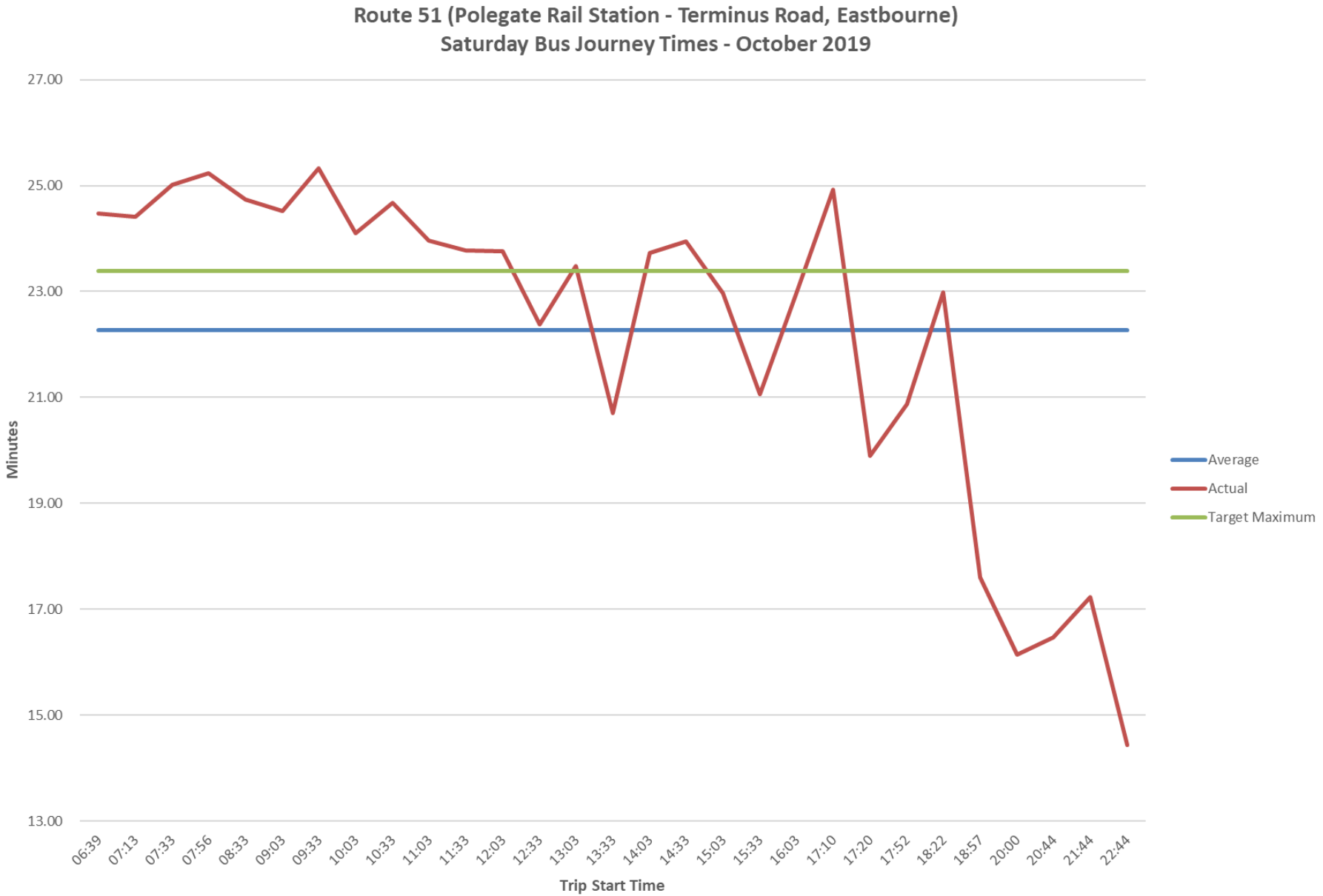
Appendix Figure 6 - Bus Journey Times – Routes 28 & 29 - Northbound Saturday



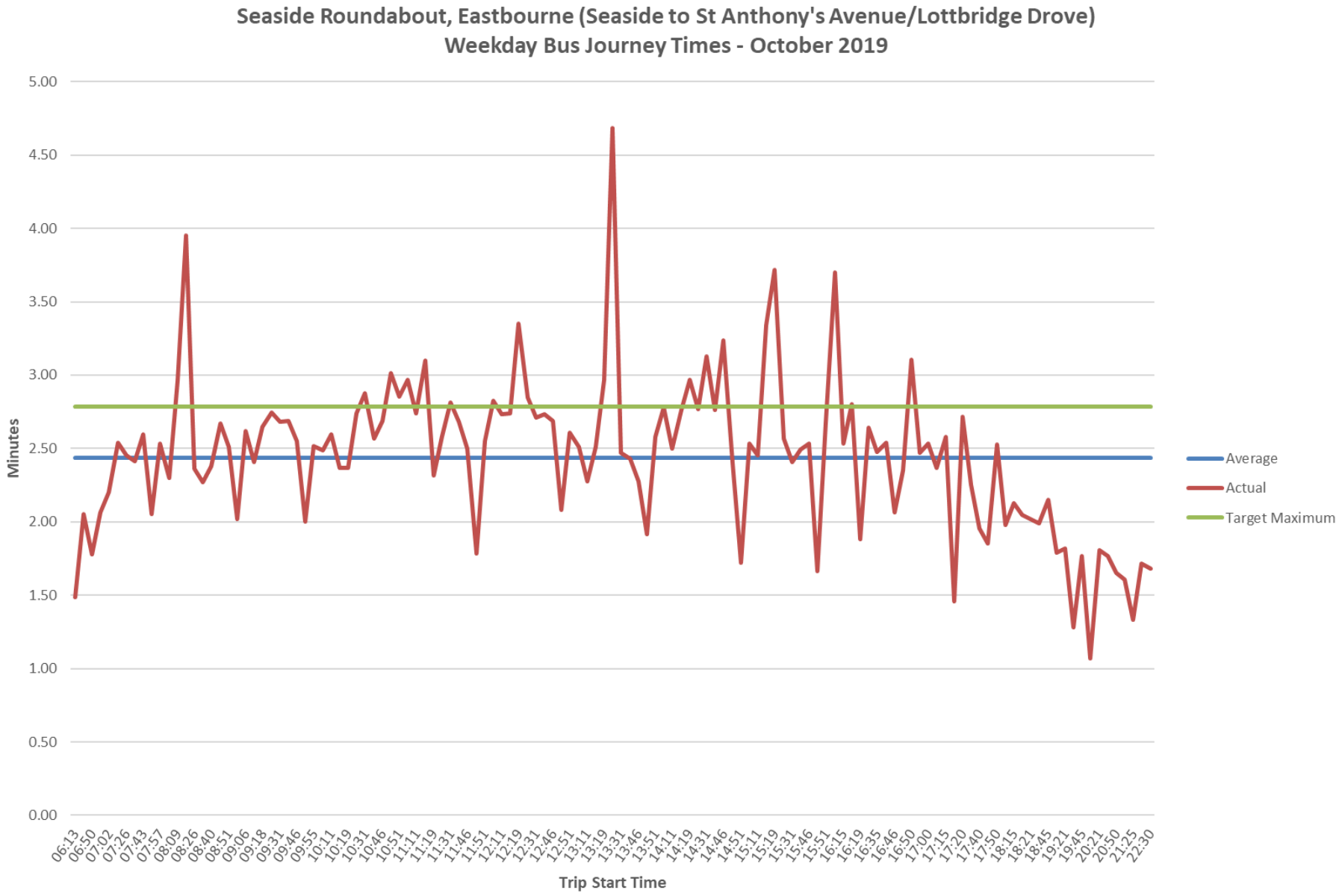
Appendix Figure 7 - Bus Journey Times – Route 51 – Polegate to Terminus Rd - Weekday



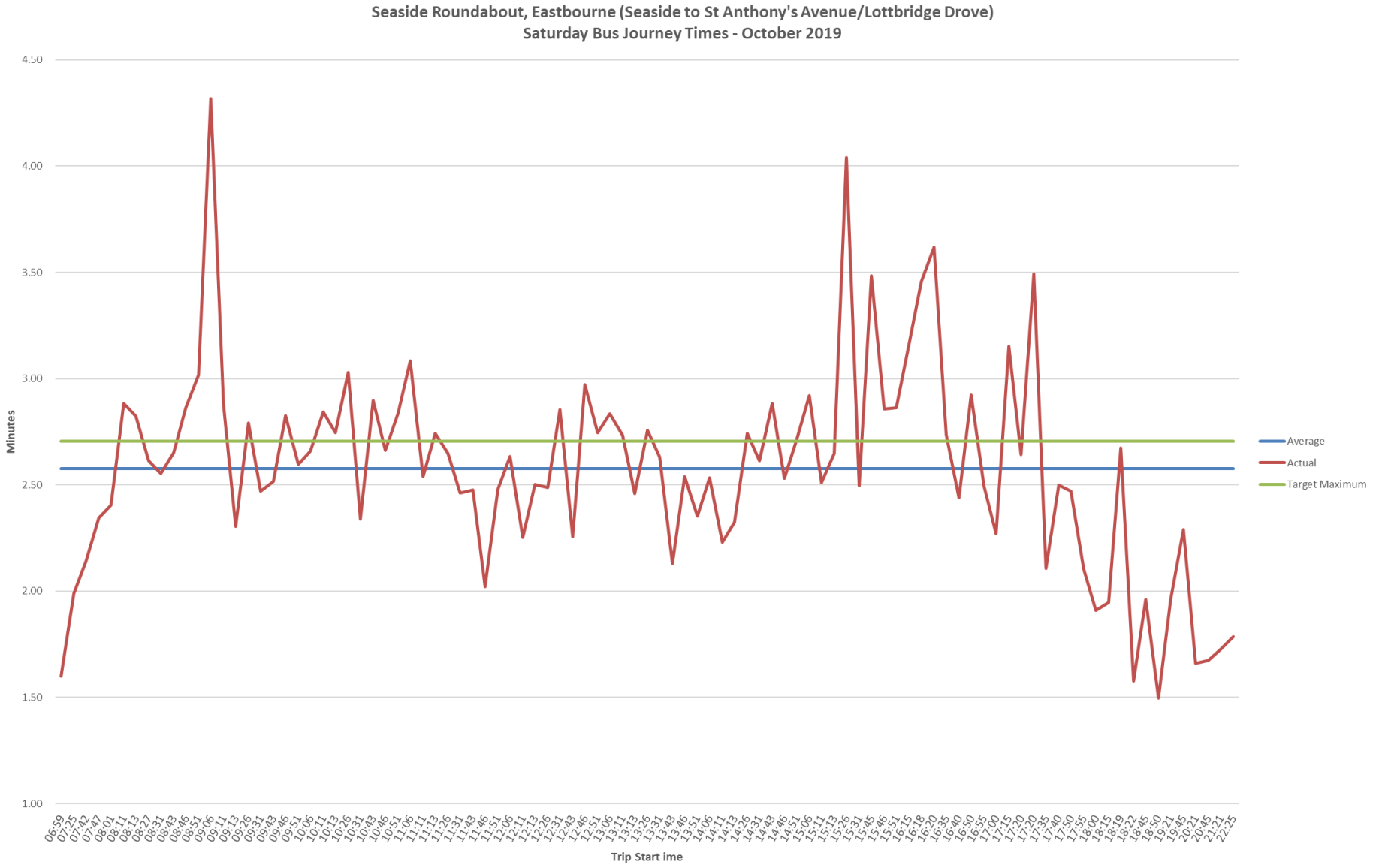
Appendix Figure 8 - - Bus Journey Times – Route 51 – Polegate to Terminus Rd - Saturday



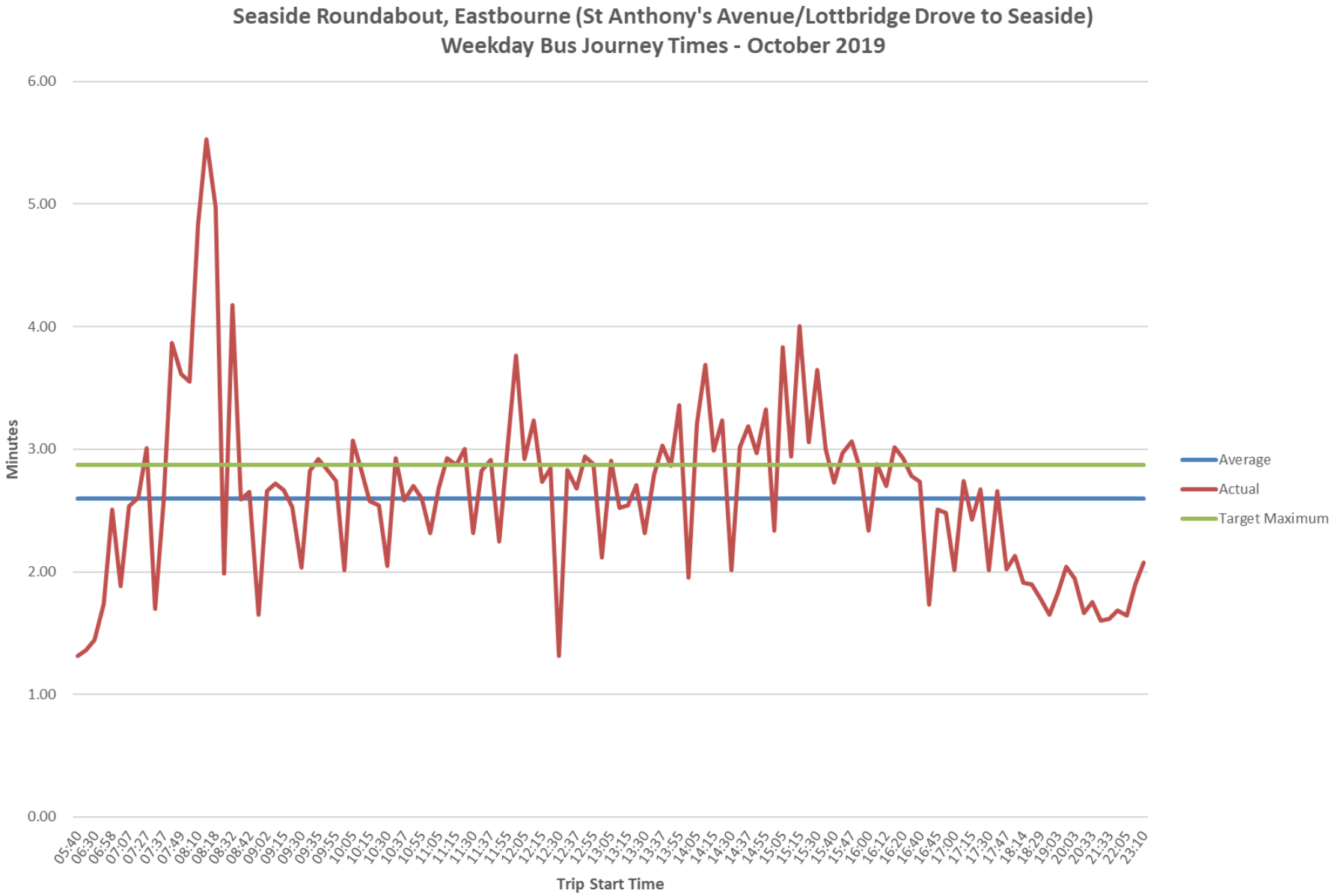
Appendix Figure 9 - Bus Journey Times – Seaside to Lottbridge Drove - Weekday



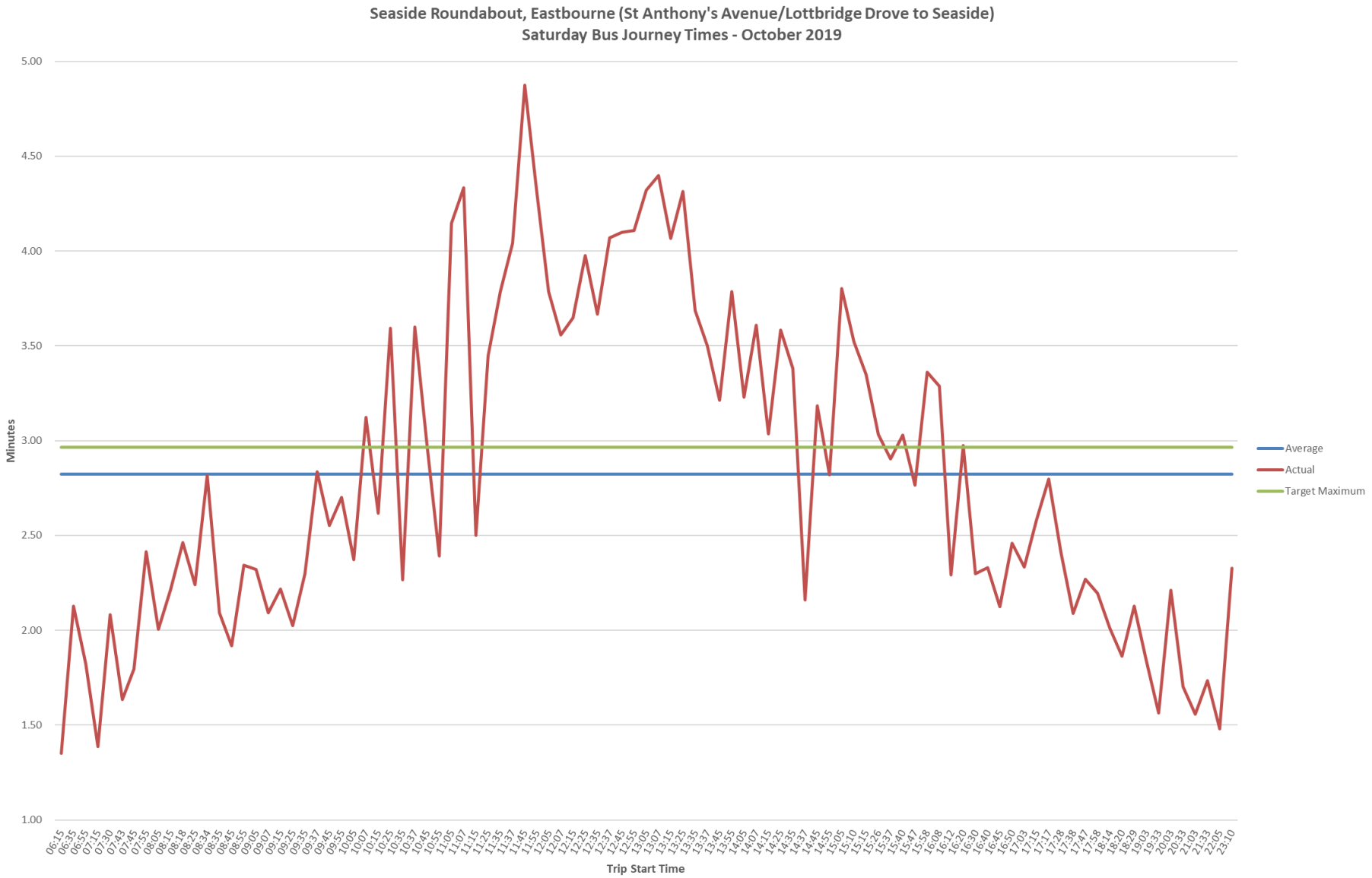
Appendix Figure 10 - Bus Journey Times – Seaside to Lottbridge Drove - Saturday



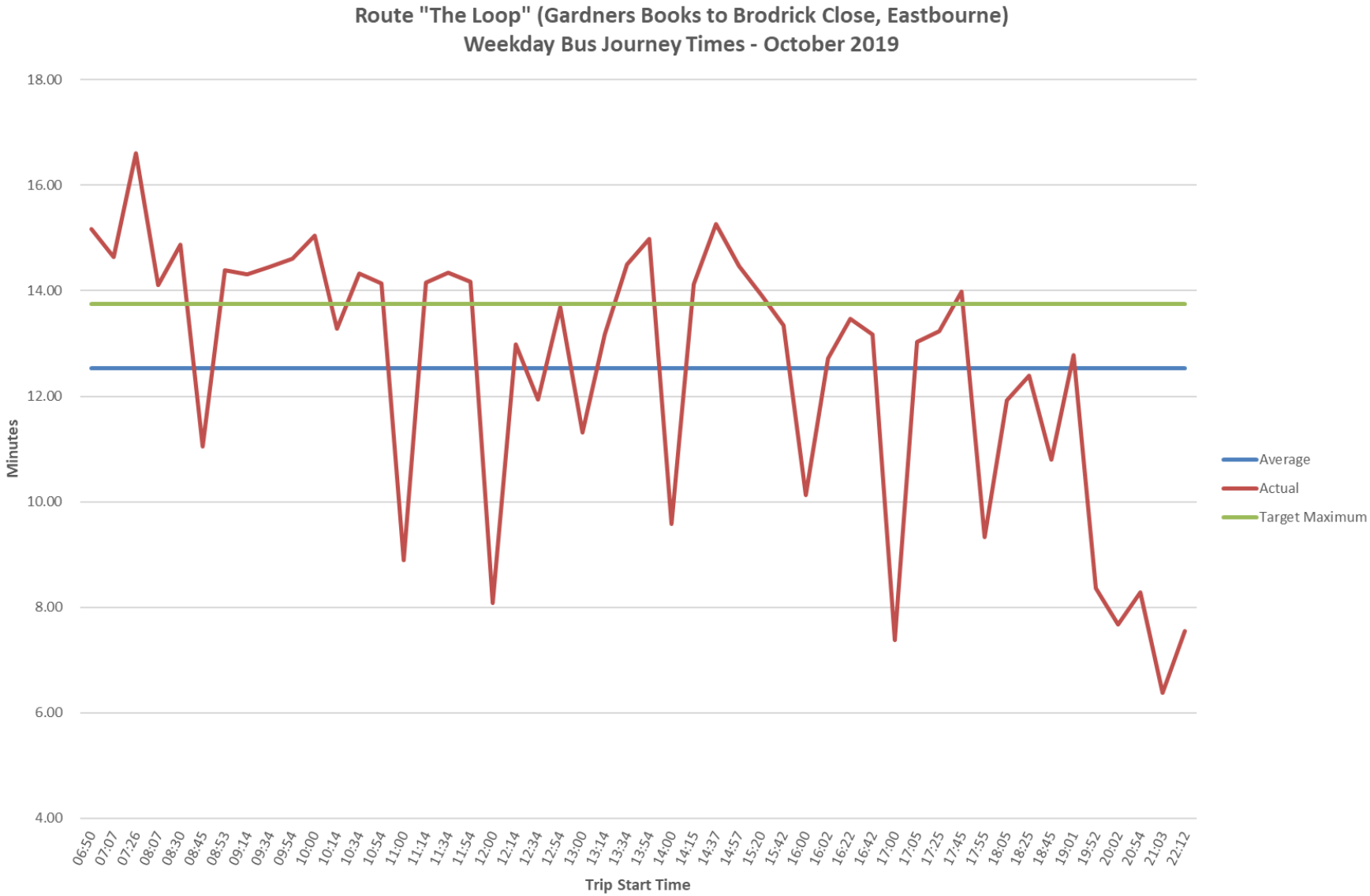
Appendix Figure 11 - Bus Journey Times – St Anthony's Ave to Lottbridge Drove - Weekday



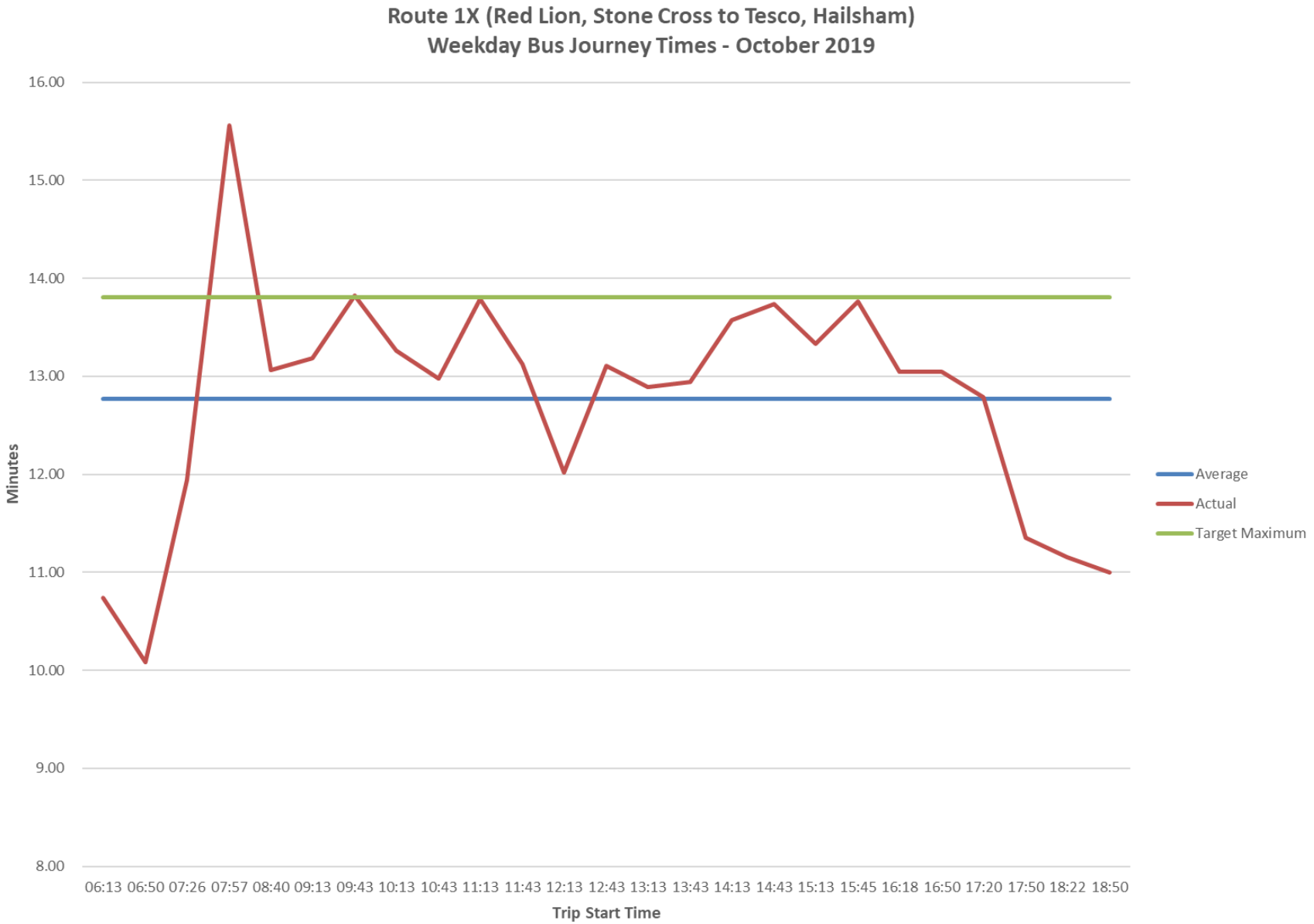
Appendix Figure 12 - Bus Journey Times – St Anthony's Ave to Lottbridge Drove - Saturday



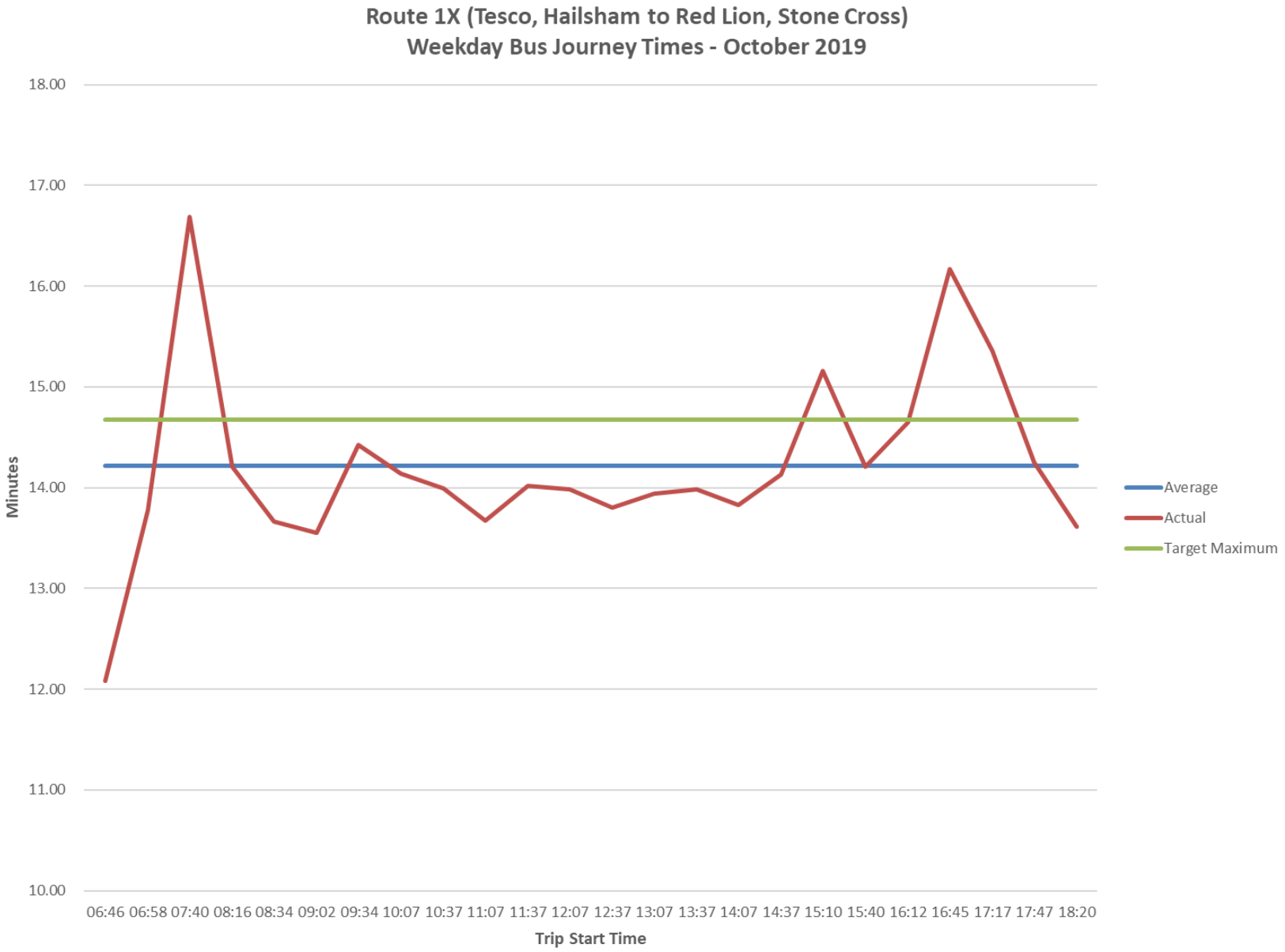
Appendix Figure 13 –Bus Journey Times – Route 'The Loop' - Weekday



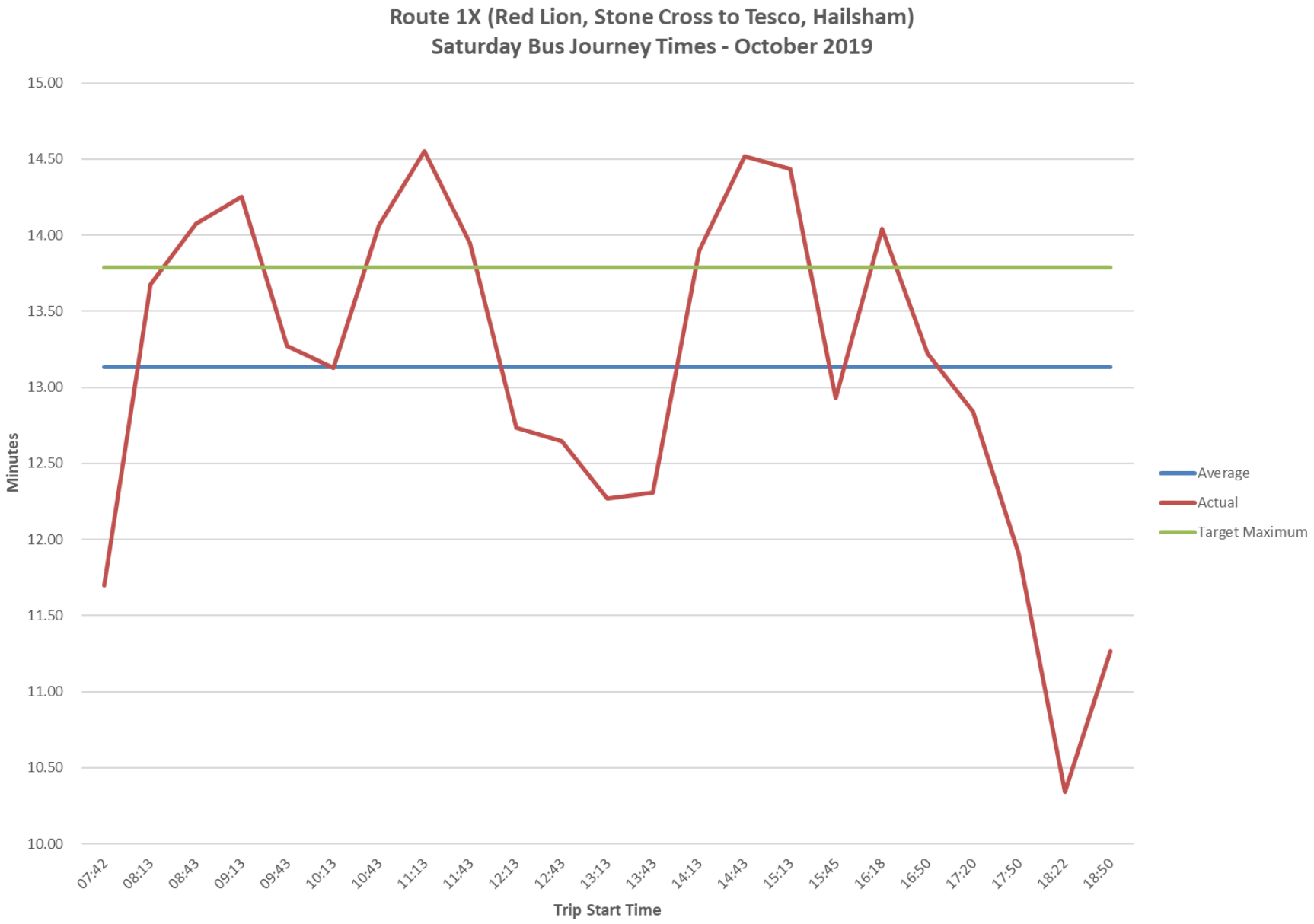
Appendix Figure 14 - Bus Journey Times – Route 1X – Red Lion to Tesco - Weekday



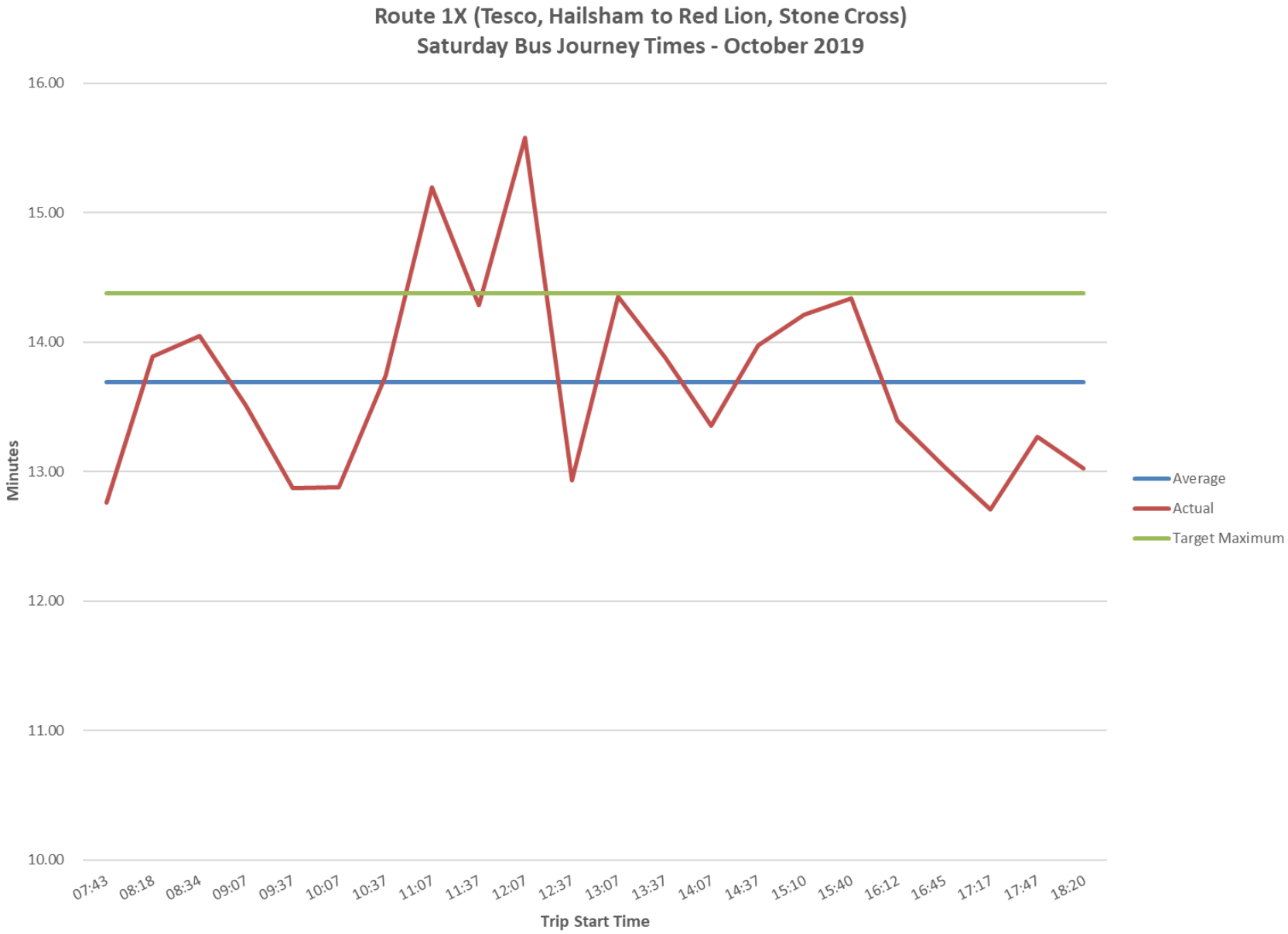
Appendix Figure 15 - Bus Journey Times – Route 1X – Tesco to Red Lion - Weekday



Appendix Figure 16 - Bus Journey Times – Route 1X – Red Lion to Tesco - Saturday



Appendix Figure 17 - Bus Journey Times – Route 1X – Tesco to Red Lion - Saturday



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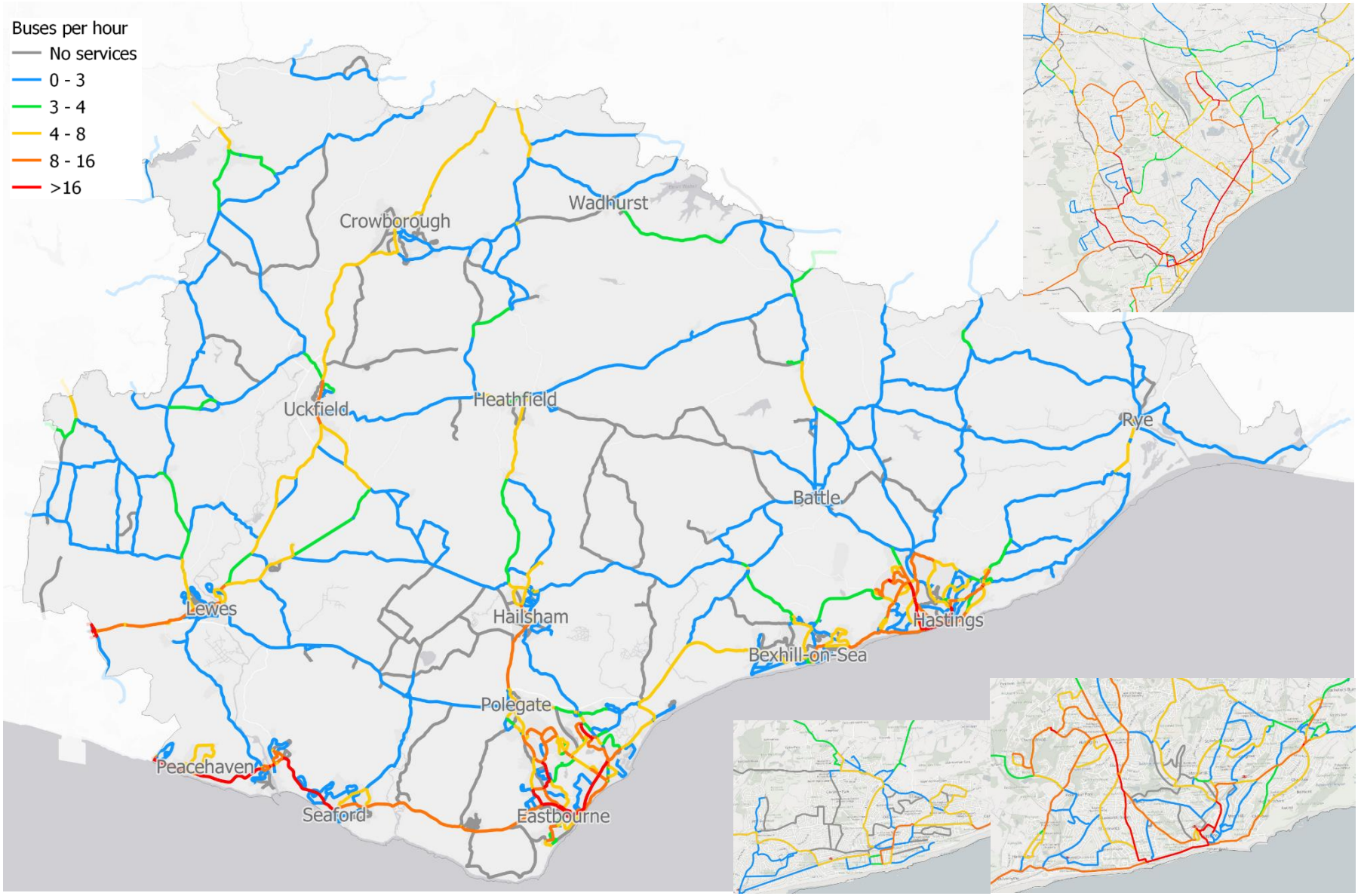
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APPENDIX E - BUS FREQUENCY MAPPING

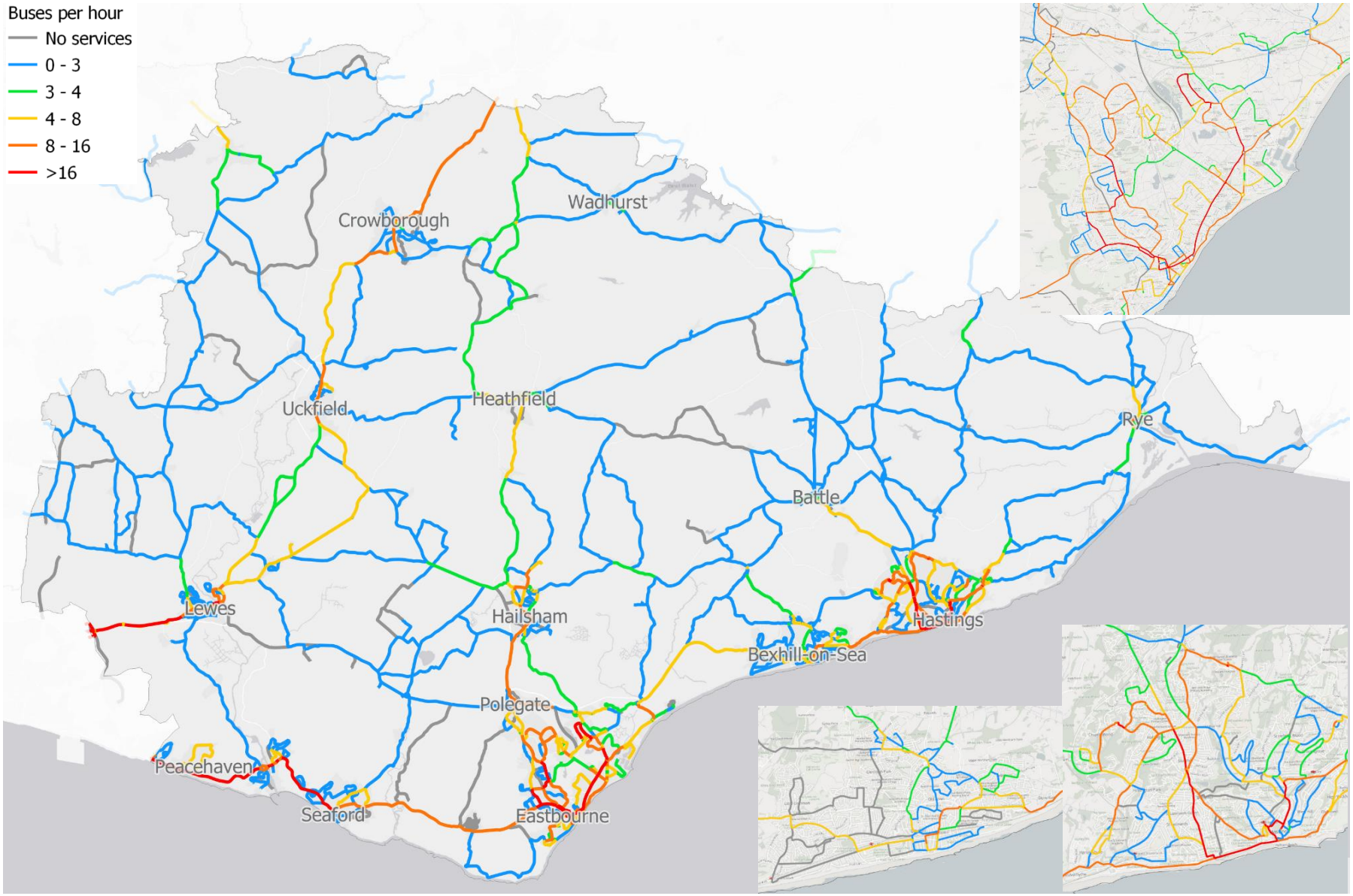
Appendix Table 8 - Bus Frequency Mapping – List of Appendix Figures

Appendix Figure 18 - Bus frequency map: Number of buses per hour – both directions - Wednesday AM Peak
Appendix Figure 19 - Bus frequency map: Number of buses per hour – both directions - Wednesday Inter-Peak
Appendix Figure 20 - Bus frequency map: Number of buses per hour – both directions - Wednesday PM Peak
Appendix Figure 21 - Bus frequency map: Number of buses per hour – both directions - Wednesday Evening
Appendix Figure 22 - Bus frequency map: Number of buses per hour – both directions - Saturday AM Peak
Appendix Figure 23 - Bus frequency map: Number of buses per hour – both directions - Saturday Inter-Peak
Appendix Figure 24 - Bus frequency map: Number of buses per hour – both directions - Saturday PM Peak
Appendix Figure 25 - Bus frequency map: Number of buses per hour – both directions - Saturday Evening
Appendix Figure 26 - Bus frequency map: Number of buses per hour – both directions - Sunday AM Peak
Appendix Figure 27 - Bus frequency map: Number of buses per hour – both directions - Sunday Inter-Peak
Appendix Figure 28 - Bus frequency map: Number of buses per hour – both directions - Sunday PM Peak
Appendix Figure 29 - Bus frequency map: Number of buses per hour – both directions - Sunday Evening

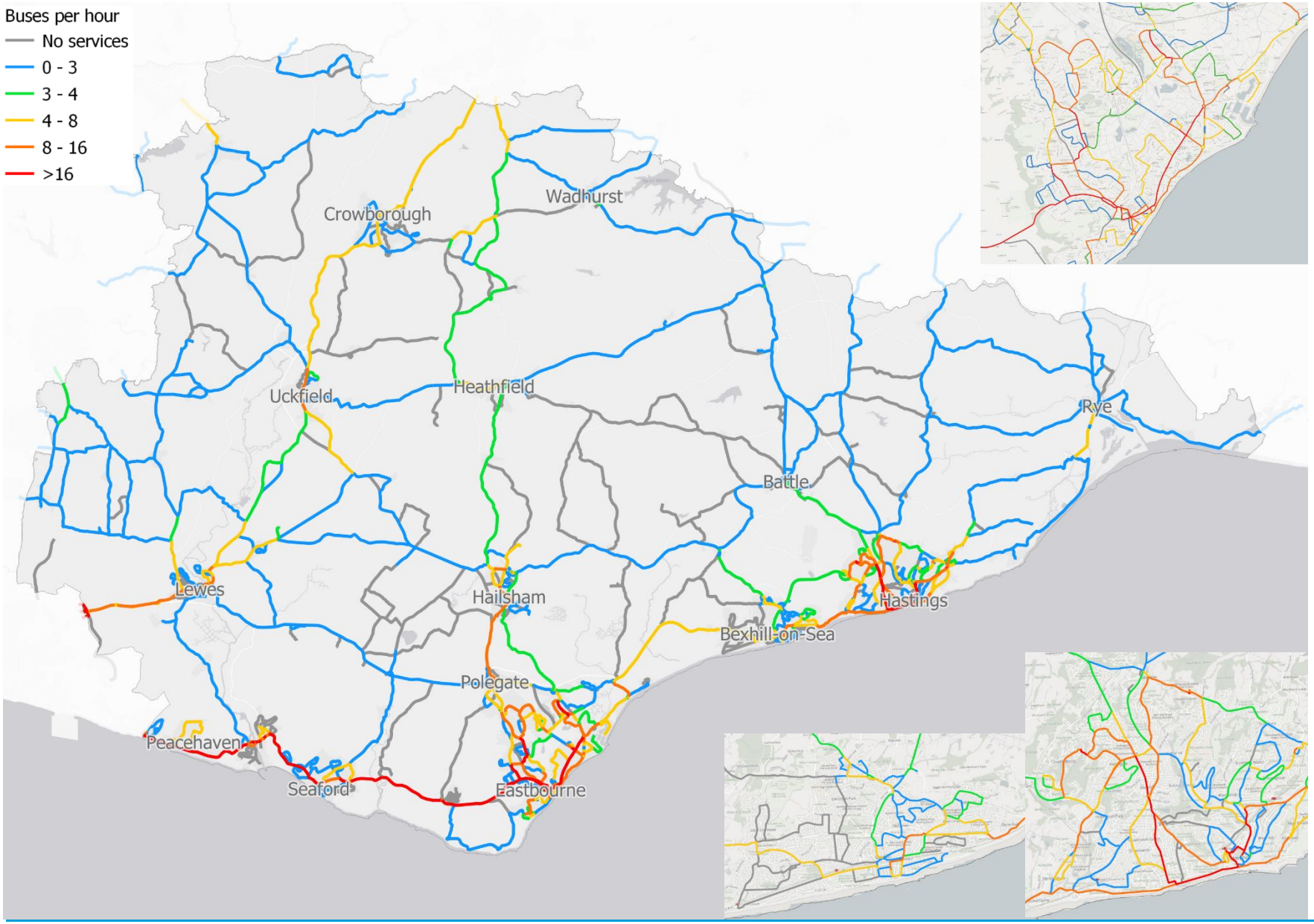
Appendix Figure 18 - Bus frequency map: Number of buses per hour – both directions - Wednesday AM Peak



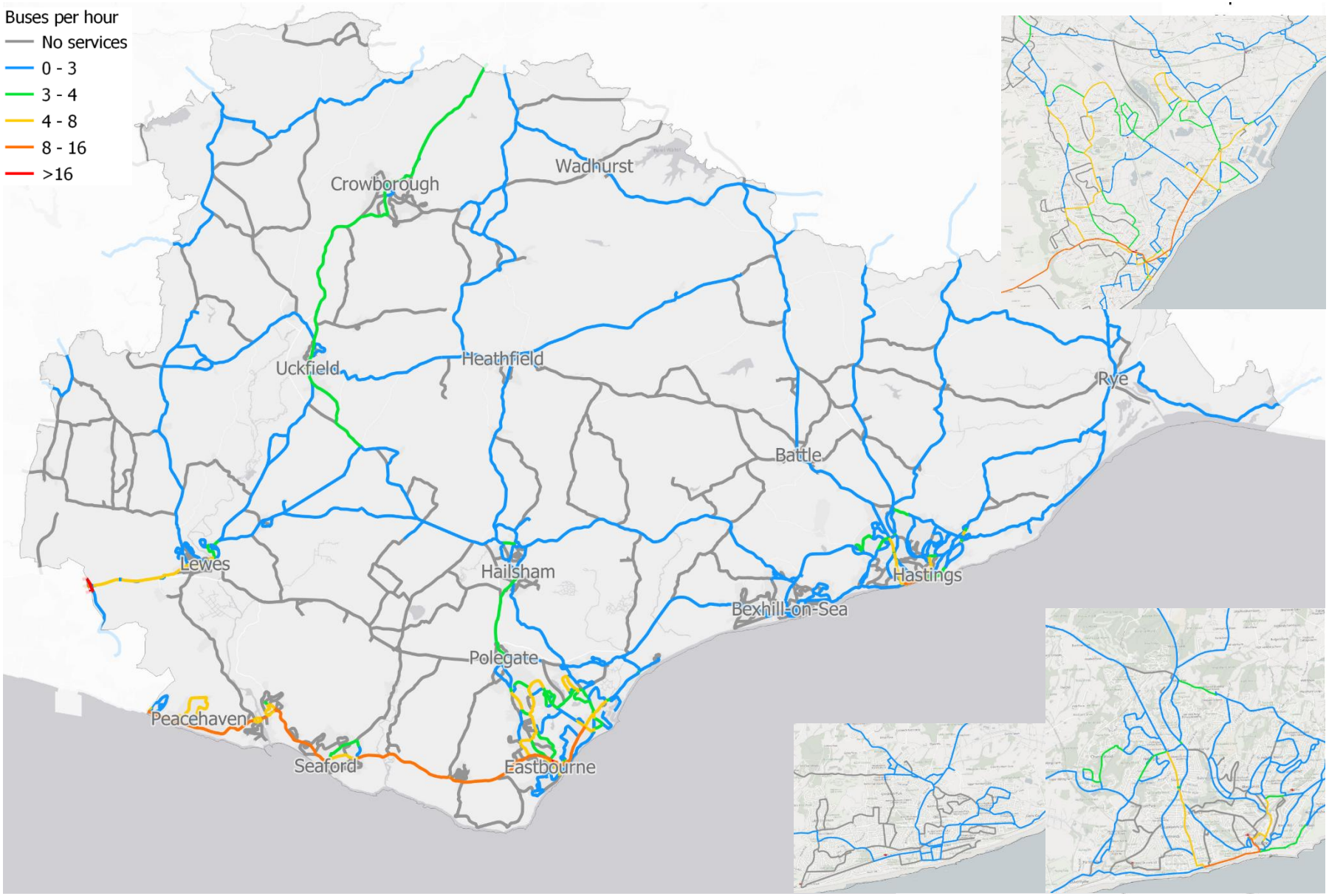
Appendix Figure 19 - Bus frequency map: Number of buses per hour – both directions - Wednesday Inter-Peak



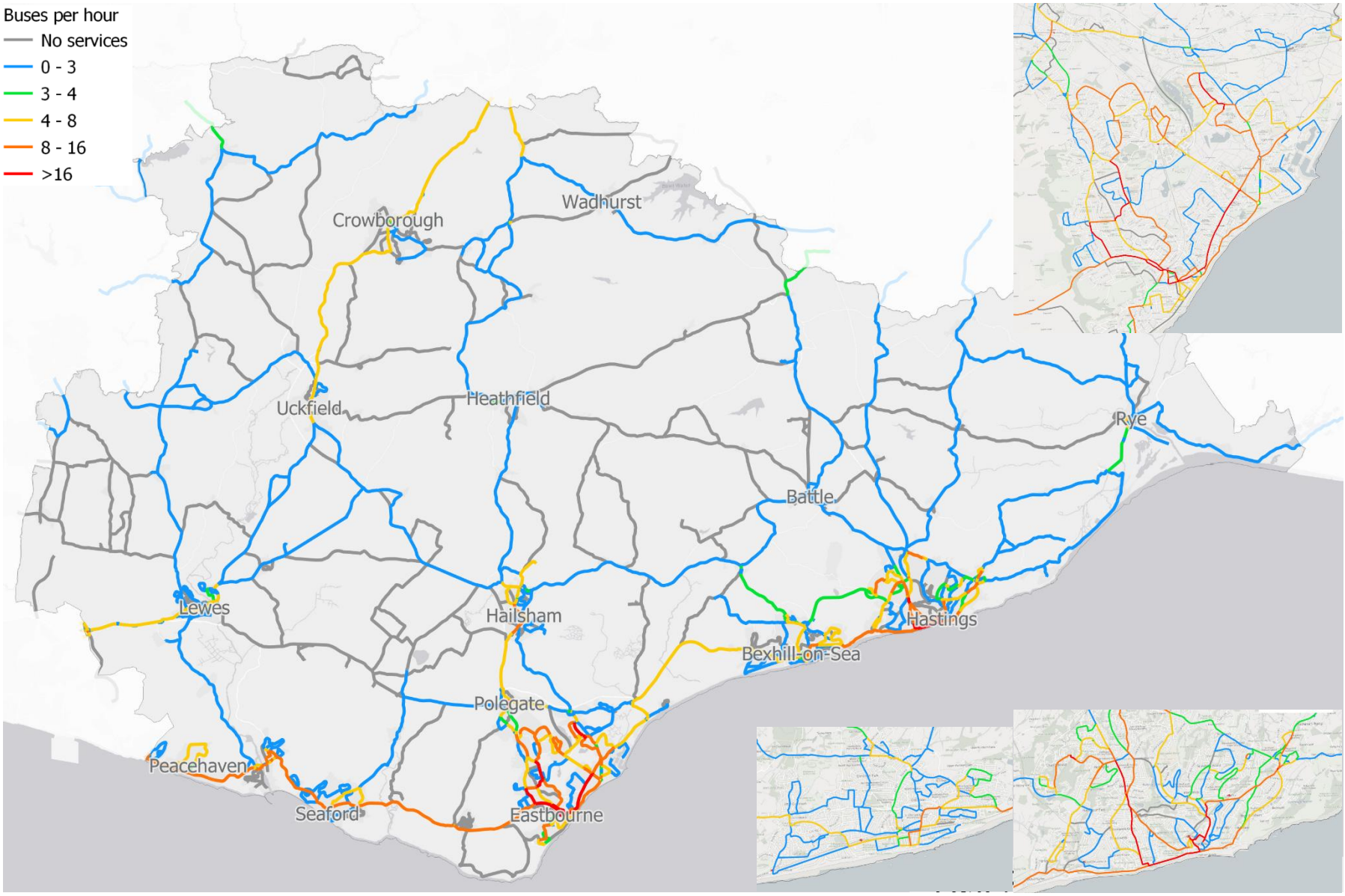
Appendix Figure 20 - Bus frequency map: Number of buses per hour – both directions - Wednesday PM Peak



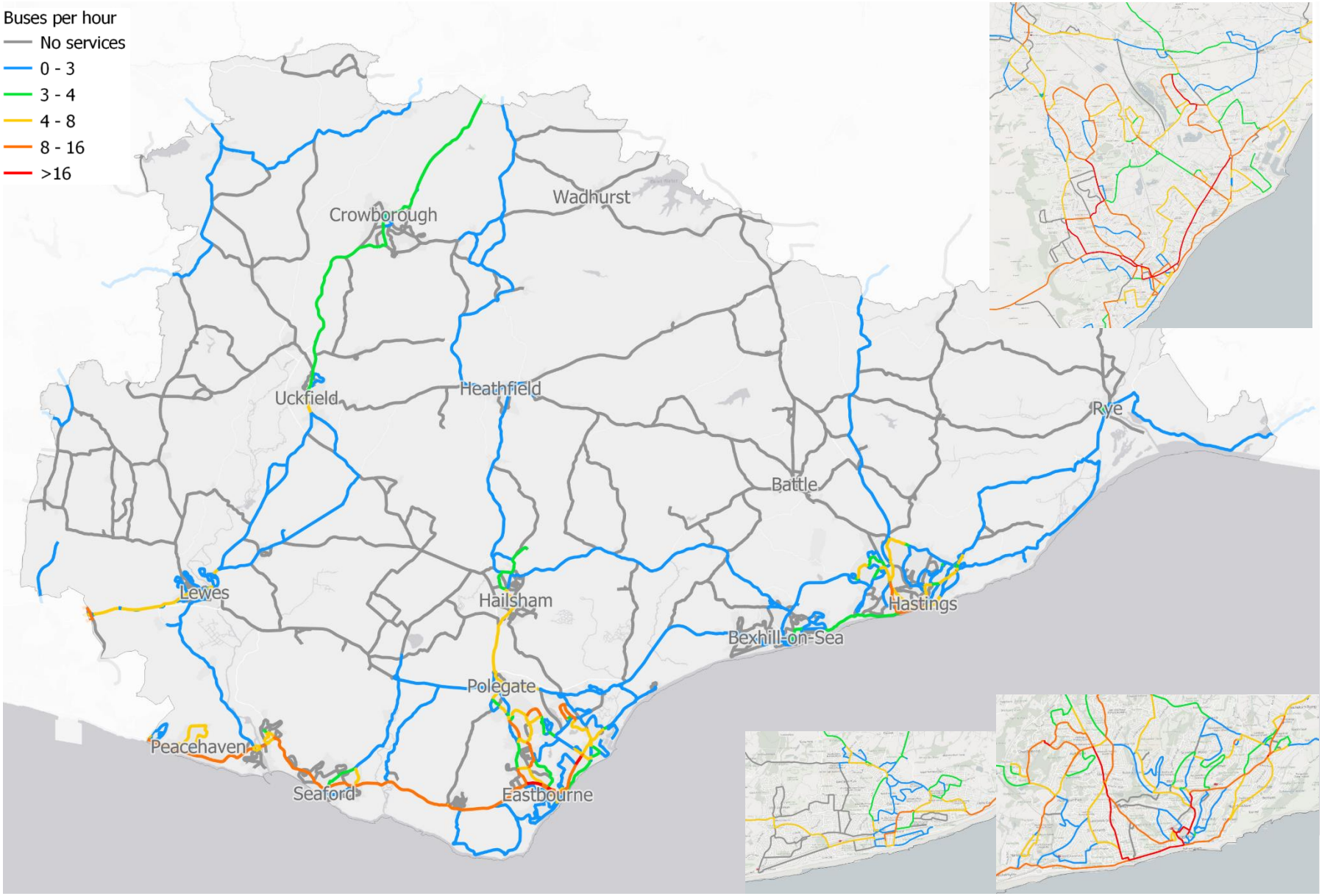
Appendix Figure 21 - Bus frequency map: Number of buses per hour – both directions - Wednesday Evening



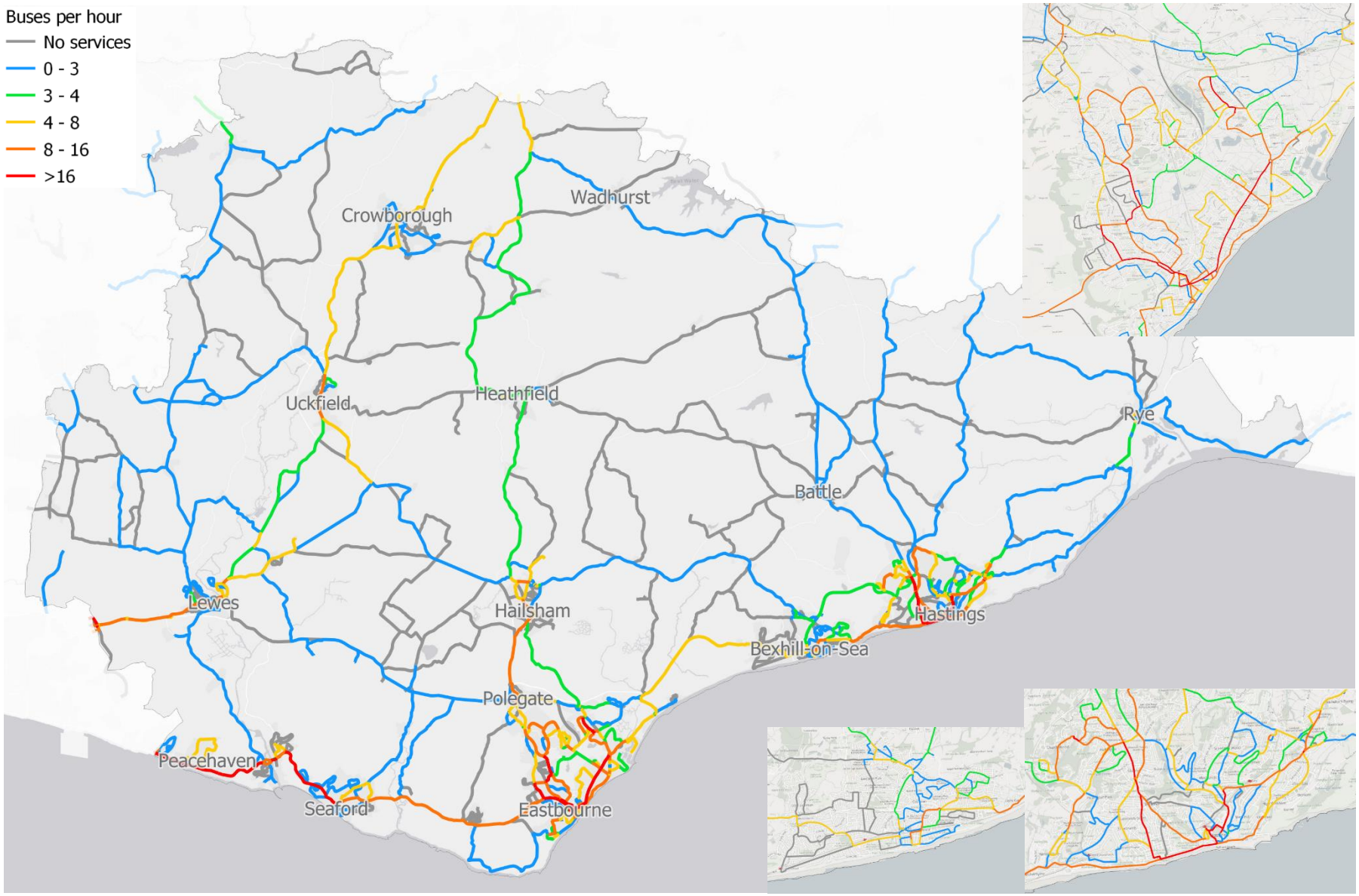
Appendix Figure 22 - Bus frequency map: Number of buses per hour – both directions - Saturday AM Peak



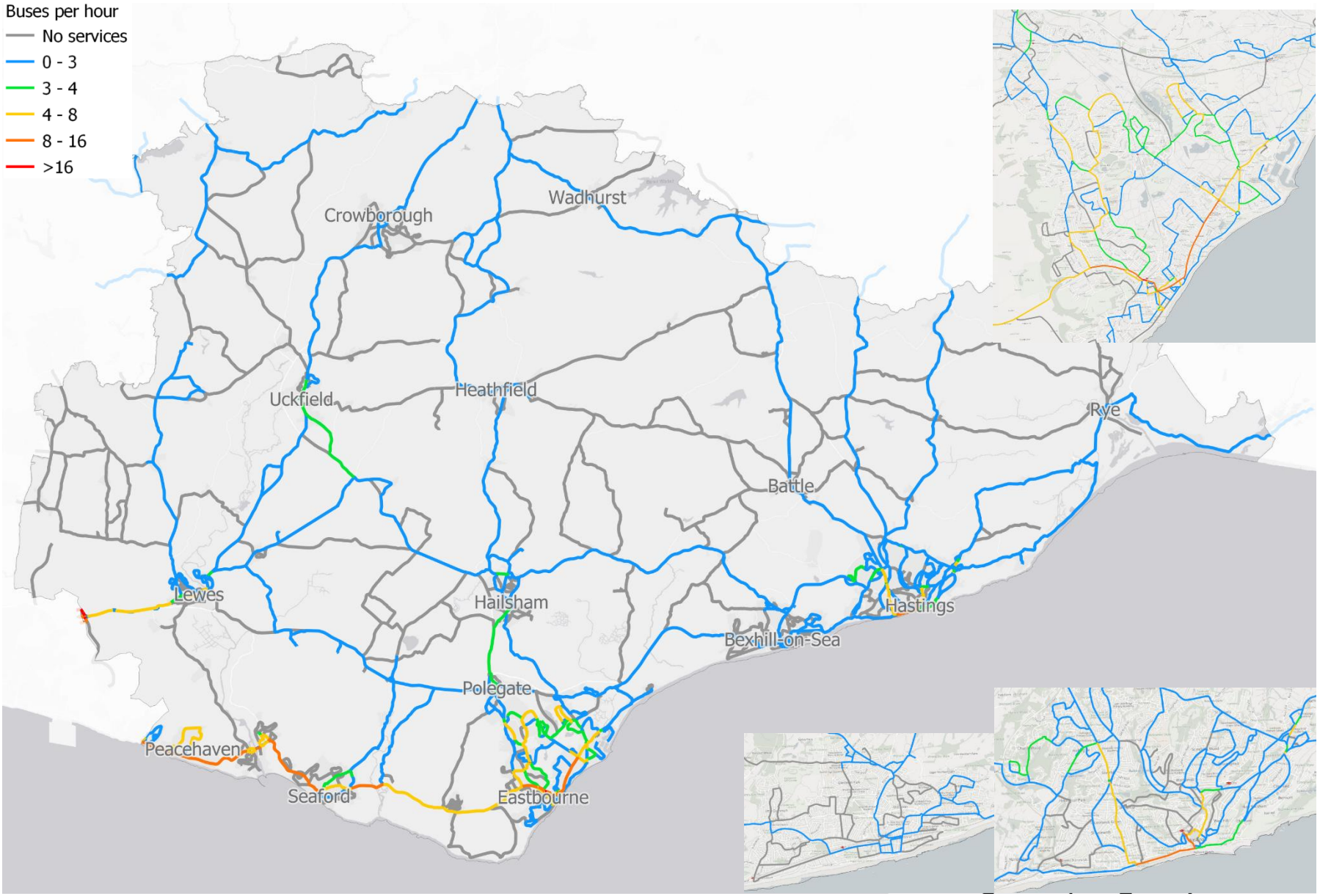
Appendix Figure 23 - Bus frequency map: Number of buses per hour – both directions - Saturday Inter-Peak



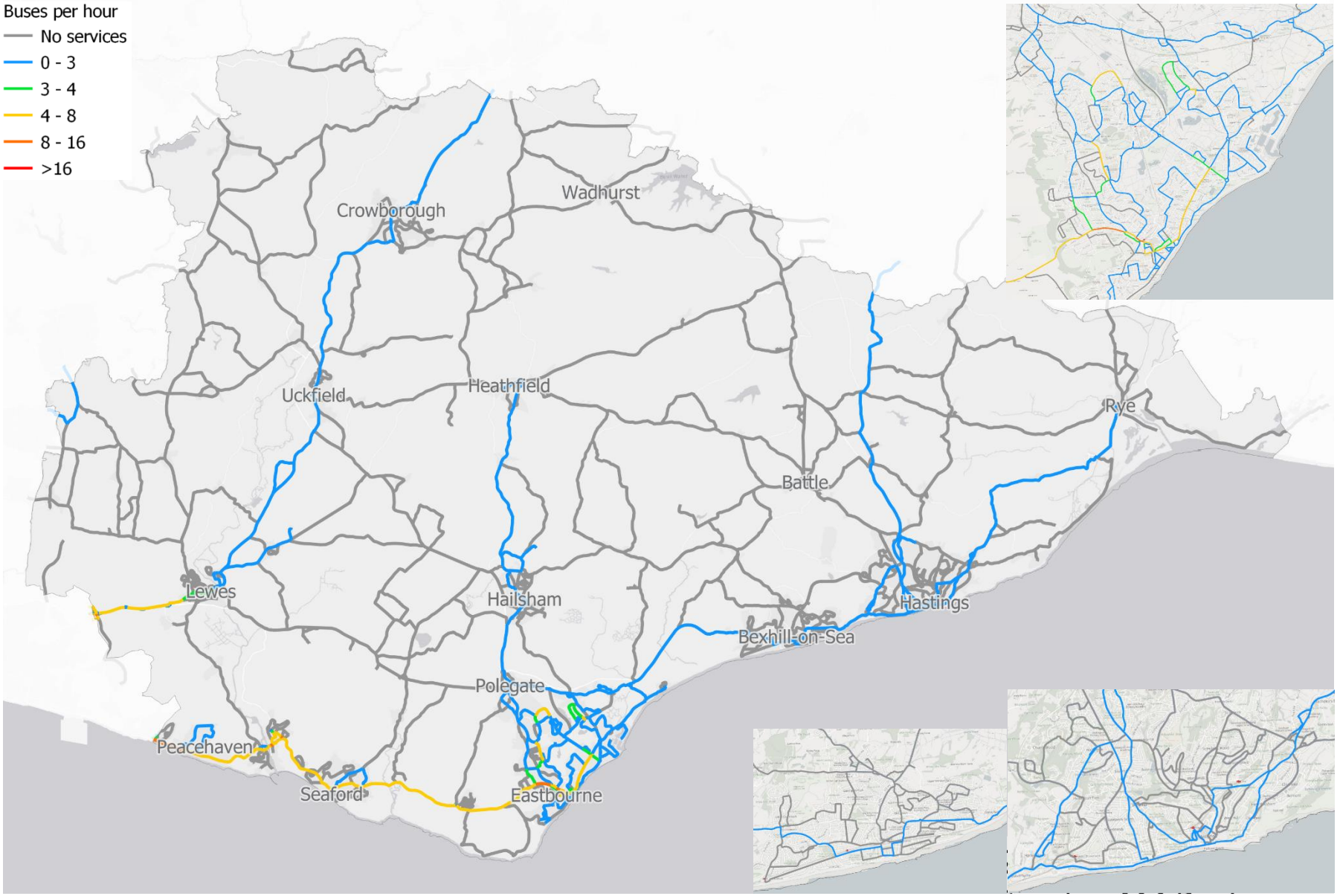
Appendix Figure 24 - Bus frequency map: Number of buses per hour – both directions - Saturday PM Peak



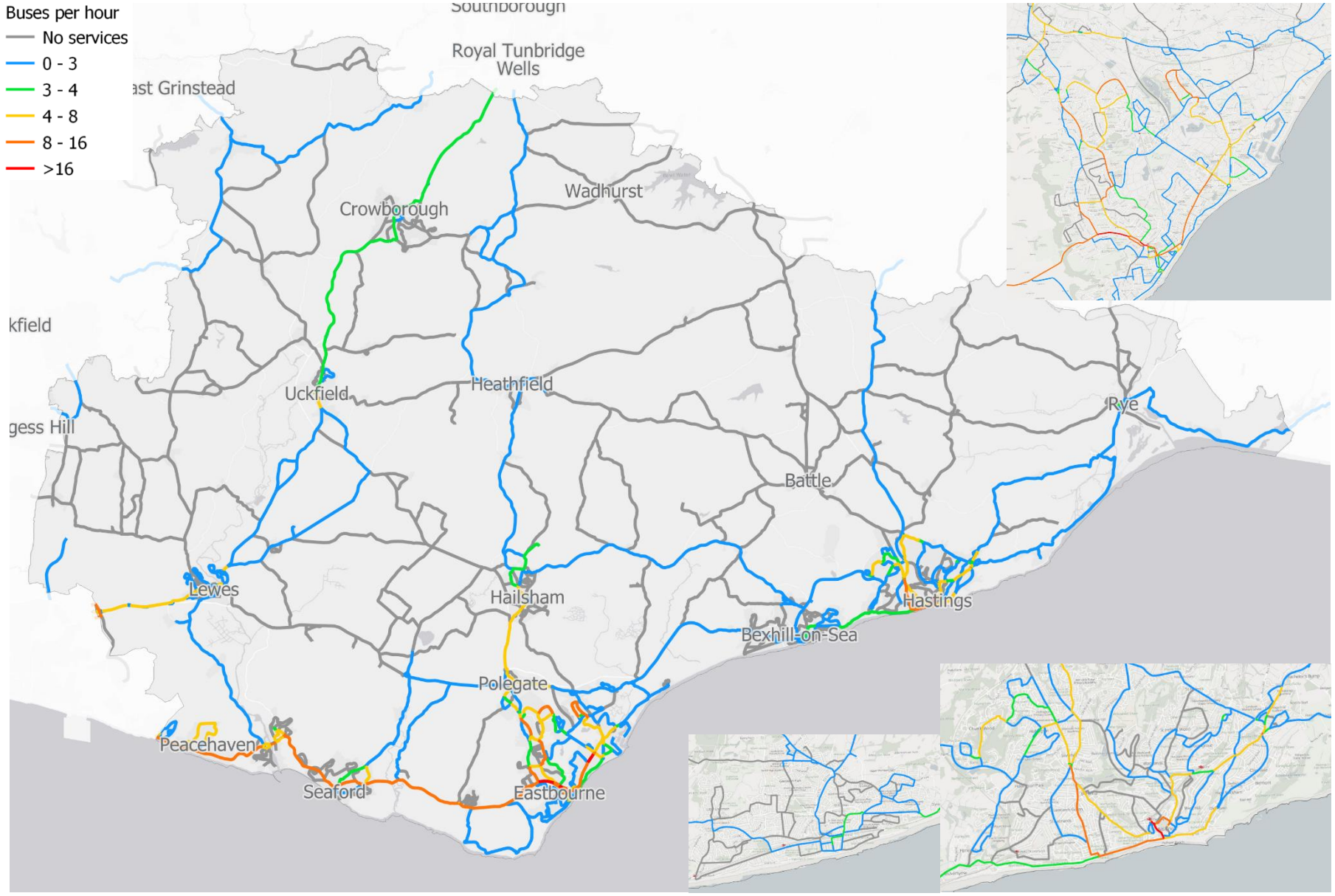
Appendix Figure 25 - Bus frequency map: Number of buses per hour – both directions - Saturday Evening



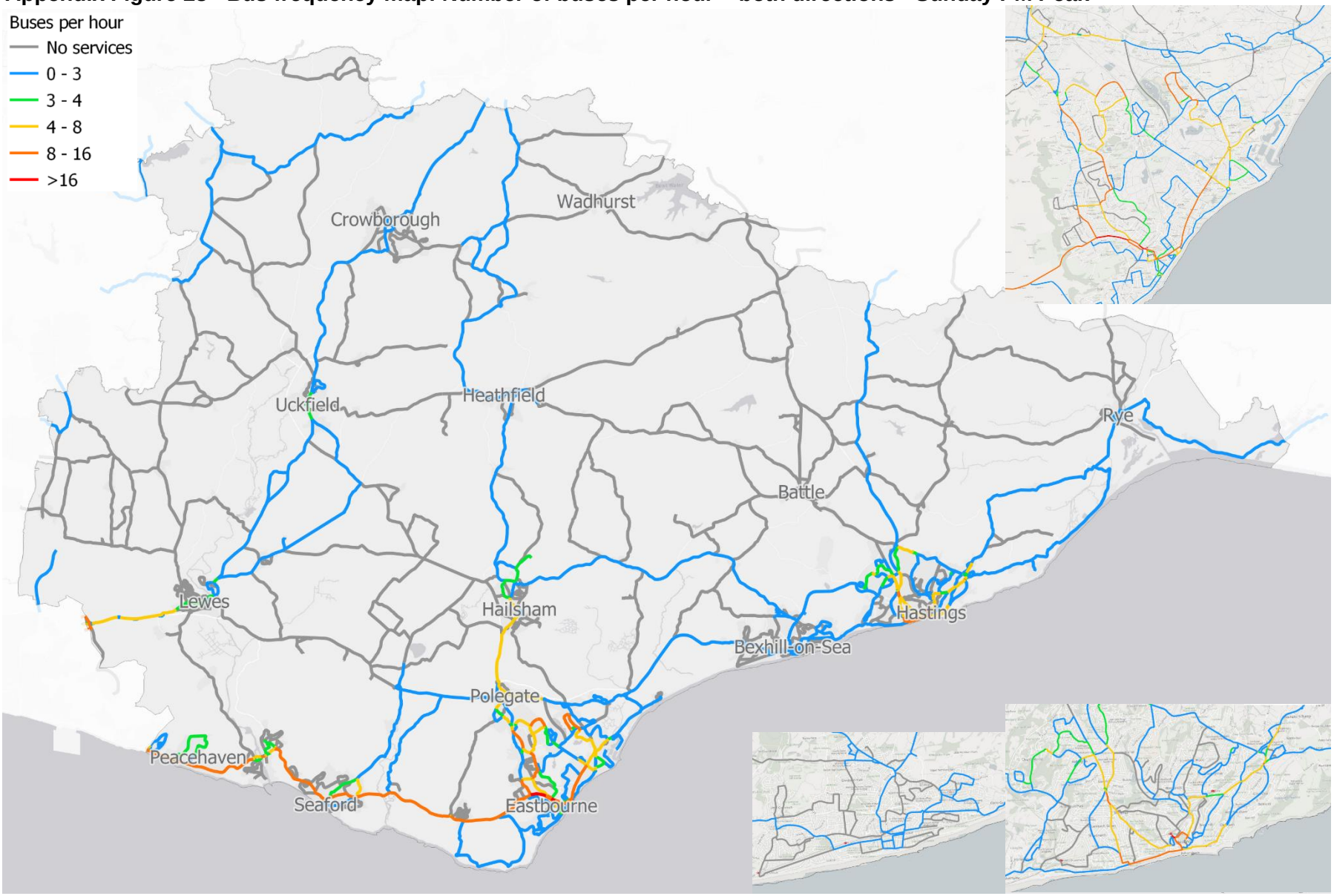
Appendix Figure 26 - Bus frequency map: Number of buses per hour – both directions - Sunday AM Peak



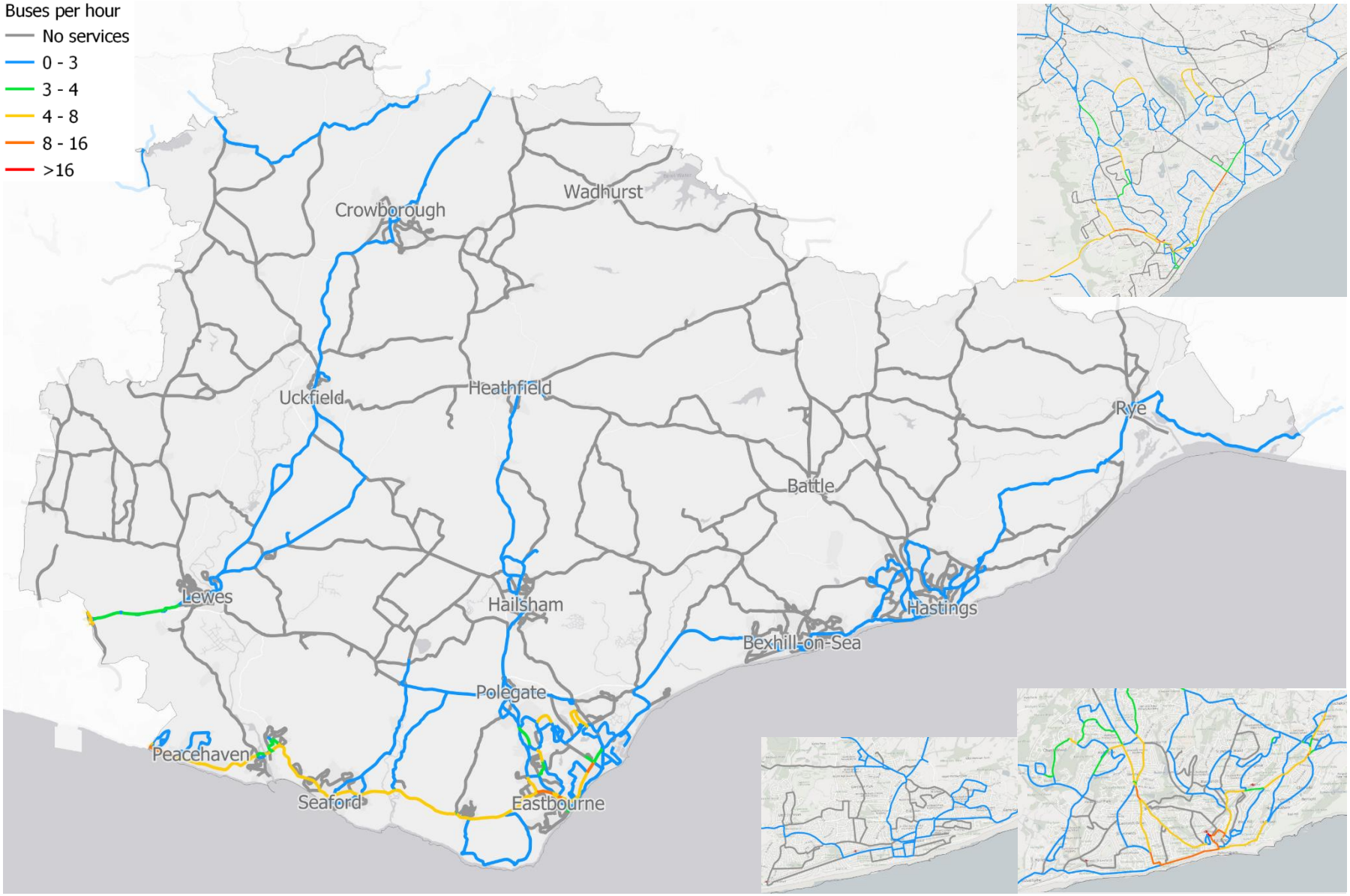
Appendix Figure 27 - Bus frequency map: Number of buses per hour – both directions - Sunday Inter-Peak



Appendix Figure 28 - Bus frequency map: Number of buses per hour – both directions - Sunday PM Peak



Appendix Figure 29 - Bus frequency map: Number of buses per hour – both directions - Sunday Evening



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APPENDIX F - ACCESSIBILITY ANALYSIS

Extensive accessibility analysis has been undertaken as part of our BSIP. We have modelled the baseline bus network (October 2019) and the BSIP Proposed Enhanced Bus Network (PEBN) at various times of the day and week:

- Weekday, Saturday & Sunday days at the following time periods AM peak, PM peak, interpeak and evening.

The analysis has allowed us to visually see the effects of the PEBN

Time constraints have meant that we have not fully completed the analysis and have some important caveats on the results we are presenting in this appendix.

The most notable caveat is that at this time we have not been able to model the effect of proposed DRT services that are a key part of our bus network enhancements. The following results and presentations should therefore be viewed with this in mind.

This has meant that a good deal of our proposed enhancements to the bus network have not been captured in our analysis and in some cases has resulted in a slight negative change to accessibility where some conventional services have been proposed to change to flexible services.

We are working with our accessibility analysis software supplier to include DRT services in future accessibility analysis.

Appendix Table 9 - Accessibility Analysis Key Findings and Observations

The greatest changes in terms of access to a bus service can be seen on the Sunday services, where many of the proposals added Sunday trips to routes that previously had none.
Followed closely to improved access on Sundays, more people had better access to bus services during the evenings for both Weekday and Saturday services. Again this logically results from the many proposed changes which added evening services where none previously were available.
There were no significant increases in accessibility observed with infrequent services (two hourly or daily) during weekdays. This aligns with the fact that most of the proposed changes converted low-frequency services into high-frequency with a relatively marginal increase in accessibility compared to modifying routes to serve new stops or locations. However, increasing potential accessibility through frequency improvements will result in a more attractive service provision that results in an increased number of trips undertaken, a factor which is not necessarily reflected in accessibility mapping.
The above observation can also be used to help explain why there has been relatively little uplift in the number of people that can access town centres within 60 minutes. The majority of all changes were frequency increases; rather than alignment or service pattern changes. As a result, we can see that most of the unserved households were restricted from reaching a city centre, not by the frequency, but rather the presence of nearby bus stops, which routes allowing them to travel there.
These results provide an evidence base for a greater need to improve access to the network and allow the unserved population to access routes and stops which better connect them to key destinations like town centres. A potential way of providing that access effectively could be through the extensive DDRT proposals in this BSIP.

Appendix Table 10 - Parameters used in the Accessibility Analysis

A walking distance of 400m was used for considering access to bus services, based on the recommendation in The Guidelines for Providing for Journeys on Foot (IHT, 2000, para 3.30).
Rail stations were not included in our analysis
Address Base data was used in the analysis that allowed more detailed household accessibility to be calculated.
Podaris software and a team from Podaris carried out the accessibility analysis in close collaboration with our consultants, WSP

Appendix Table 11 - Accessibility Analysis Limitations

We have not been able to model DRT services at this time as part of our bus network enhancements.
When we made the proposed changes to the network, due to the timelines, we were forced only to consider frequency improvements and simple route alterations where the desired change was most apparent. As a result, more complex alterations were considered out of scope, and that answers some of your comments around routes 252, 254, 304, and 98, which had proposals described that could not be made in the time permitted. In total, 44 routes were modified in East Sussex, and 58 were modified in West Sussex.
Loop services (where the same stop is served in both directions) have the appearance of doubling the frequency. These 'loop' anomalies have not been removed from the analysis.

Below are listed some of the East Sussex routes in particular where changes to the PEBN were not made. This is not an exhaustive list. Please note that all DRT changes were not possible at this time.

Appendix Table 12 - Accessibility Analysis - Routes where changes to PEBN were not made

Operator	Service Number	Route	Notes
Stagecoach	98	Hastings - Pebsham - Bexhill - Sidley, then Boreham Street - Windmill Hill - Herstmonceux - Magham Down - Hellingly - Hailsham - Polegate - Willingdon - District General Hospital - Eastbourne or Bexhill Enterprise Park - Hollington - Tesco - Conquest Hospital	
Stagecoach	251, 252	Heathfield - Five Ashes - Mayfield - Rotherfield (service 252) -Mark Cross - Frant - Tunbridge Wells	
Stagecoach	254, 304, 305	Tunbridge Wells - Frant - Wadhurst - Ticehurst - Flimwell - Hawkhurst - Hurst Green - Robertsbridge - Whatlington (254) / Mountfield (305) - Battle - Hastings	
Stagecoach	5, 5A	Sovereign Harbour North - Bridgemere - Eastbourne - District General Hospital - Sainsbury's - Winkney Farm - Langney - Pevensey - Westham - Pevensey Bay - Beachlands (from Langney to Beachlands buses are numbered 5A)	Frequency increased, but no bus gate added.
Stagecoach	51, 51X	Eastbourne - District General Hospital - Willingdon - Polegate (not service 51X) - Hailsham - Hellingly - Horam - Maynards Green - Heathfield (evening and Sunday journeys serve Roebuck Park)	Evening service more frequent than East Sussex proposed due to West Sussex change.
Stagecoach	1, 1A	Shinewater - Langney - Eastbourne - Old Town, then Willingdon - Hamlands - Hampden Park - District General Hospital - Old Town loop	Proposed standardisation needed additional info, and not made.
Stagecoach	347	Pett - Guestling - Ore - Hastings	Not removed as proposed, as benefits for removal depended on DDRT
Stagecoach	LOOP	Eastbourne - District General Hospital - Hampden Park - Winkney Farm - Langney - Eastbourne	Proposed standardisation needed additional info, and not made.
Brighton & Hove Buses	11X	Brighton - Saltdean - Peacehaven - Newhaven - Southease - Beddingham - Selmeston - Wilmington - Polegate - Eastbourne (Summer Season Service)	

Appendix Table 13 - List of Accessibility to Town Centres Figures in Appendix

Figure	Baseline (B) / Enhanced (E)	Day	Period
Appendix Figure 30	B	Weekday	AM Peak
Appendix Figure 31	E		
Appendix Figure 32	B		PM Peak
Appendix Figure 33	E		
Appendix Figure 34	B		Interpeak
Appendix Figure 35	E		
Appendix Figure 36	B		Evening
Appendix Figure 37	E		
Appendix Figure 38	B	Saturday	AM Peak
Appendix Figure 39	E		
Appendix Figure 40	B		PM Peak
Appendix Figure 41	E		
Appendix Figure 42	B		Interpeak
Appendix Figure 43	E		
Appendix Figure 44	B		Evening
Appendix Figure 45	E		
Appendix Figure 46	B	Sunday	AM Peak
Appendix Figure 47	E		
Appendix Figure 48	B		PM Peak
Appendix Figure 49	E		
Appendix Figure 50	B		Interpeak
Appendix Figure 51	E		
Appendix Figure 52	B		Evening
Appendix Figure 53	E		

Appendix Table 14 - List of Bus Service Accessibility Figures in Appendix

Figure	Baseline (B) / Enhanced (E)	Level of Service	Day	Period
Appendix Figure 54	B & E	Half Hourly or Better	Weekday	AM Peak
Appendix Figure 55		Hourly or Better		
Appendix Figure 56		Two Hourly or Better		
Appendix Figure 57		Half Hourly or Better		Evening
Appendix Figure 58		Hourly or Better		
Appendix Figure 59		Two Hourly or Better		
Appendix Figure 60		Half Hourly or Better	Saturday	Interpeak
Appendix Figure 61		Hourly or Better		
Appendix Figure 62		Two Hourly or Better		
Appendix Figure 63		Half Hourly or Better	Sunday	Evening
Appendix Figure 64		Hourly or Better		
Appendix Figure 65		Two Hourly or Better		

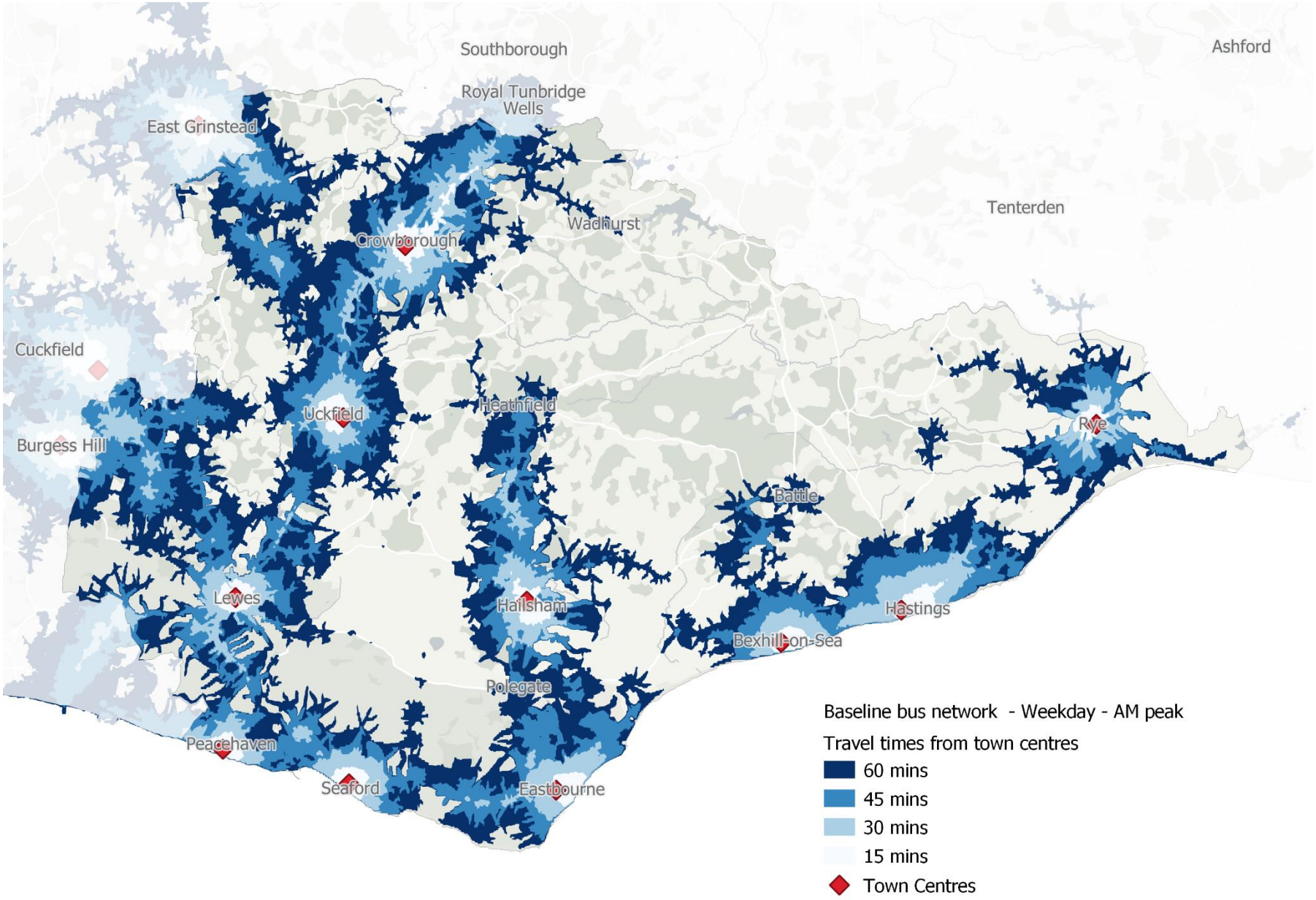
Appendix Table 15 - % of households that can travel to town centres in X minutes - Baseline, Proposed and the Change

Day	Scenario	Baseline	Proposed Enhanced	Change	Baseline	Proposed Enhanced	Change	Baseline	Proposed Enhanced	Change	Baseline	Proposed Enhanced	Change
	Time period (mins)	15			30			45			60		
Weekday	AM Peak	24.4%	24.8%	+0.4%	54.9%	55.7%	+0.8%	77.3%	79.1%	+1.9%	91.5%	92.7%	+1.2%
	PM Peak	24.3%	23.8%	-0.5%	54.4%	54.5%	+0.1%	76.4%	78.8%	+2.4%	89.3%	89.9%	+0.6%
	Interpeak	24.4%	25.4%	+1.0%	55.1%	58.0%	+2.9%	74.0%	77.6%	+3.6%	88.9%	90.5%	+1.5%
	Evening	24.3%	25.4%	+1.1%	53.1%	55.9%	+2.8%	69.4%	77.0%	+7.6%	82.1%	87.4%	+5.4%
Saturday	AM Peak	29.2%	27.6%	-1.6%	60.7%	60.0%	-0.6%	82.8%	81.6%	-1.1%	93.5%	93.8%	+0.3%
	PM Peak	28.0%	28.1%	+0.1%	63.4%	62.3%	-1.1%	84.3%	83.0%	-1.3%	93.4%	93.2%	-0.2%
	Interpeak	27.9%	27.9%	+0.0%	62.5%	61.5%	-1.0%	85.4%	82.5%	-2.9%	95.3%	95.1%	-0.2%
	Evening	27.7%	29.1%	+1.4%	60.5%	60.6%	+0.1%	80.3%	78.7%	-1.6%	89.0%	88.5%	-0.5%
Sunday	AM Peak	27.6%	28.1%	+0.5%	60.5%	60.4%	-0.1%	76.3%	76.2%	-0.1%	82.9%	84.9%	+2.1%
	PM Peak	28.4%	28.0%	-0.5%	59.7%	61.3%	+1.5%	78.4%	79.3%	+0.9%	87.8%	88.9%	+1.1%
	Interpeak	28.2%	29.7%	+1.5%	60.9%	64.1%	+3.2%	78.4%	80.0%	+1.7%	88.7%	90.0%	+1.3%
	Evening	24.8%	25.3%	+0.5%	57.4%	57.3%	-0.1%	76.8%	77.5%	+0.6%	83.8%	87.3%	+3.5%

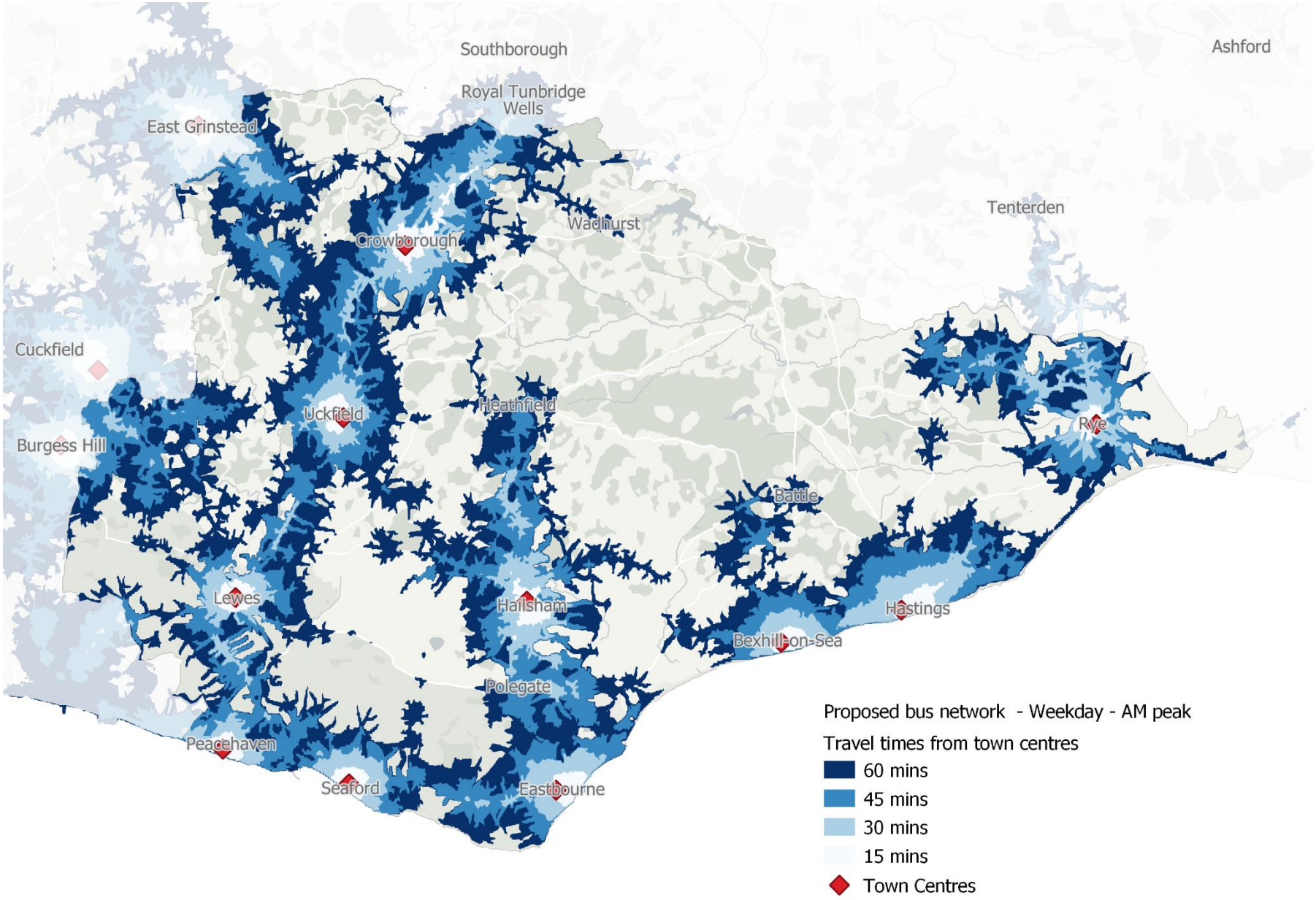
Please note that we have not been able to model DRT services at this time as part of our bus network enhancements. This has meant that a good deal of our proposed enhancements to the bus network have not been captured in the table above and in some cases has resulted in a slight negative change where some conventional services have been proposed to change to flexible services.

Appendix Figure 30 to Appendix Figure 53 illustrate bus accessibility in a map based format

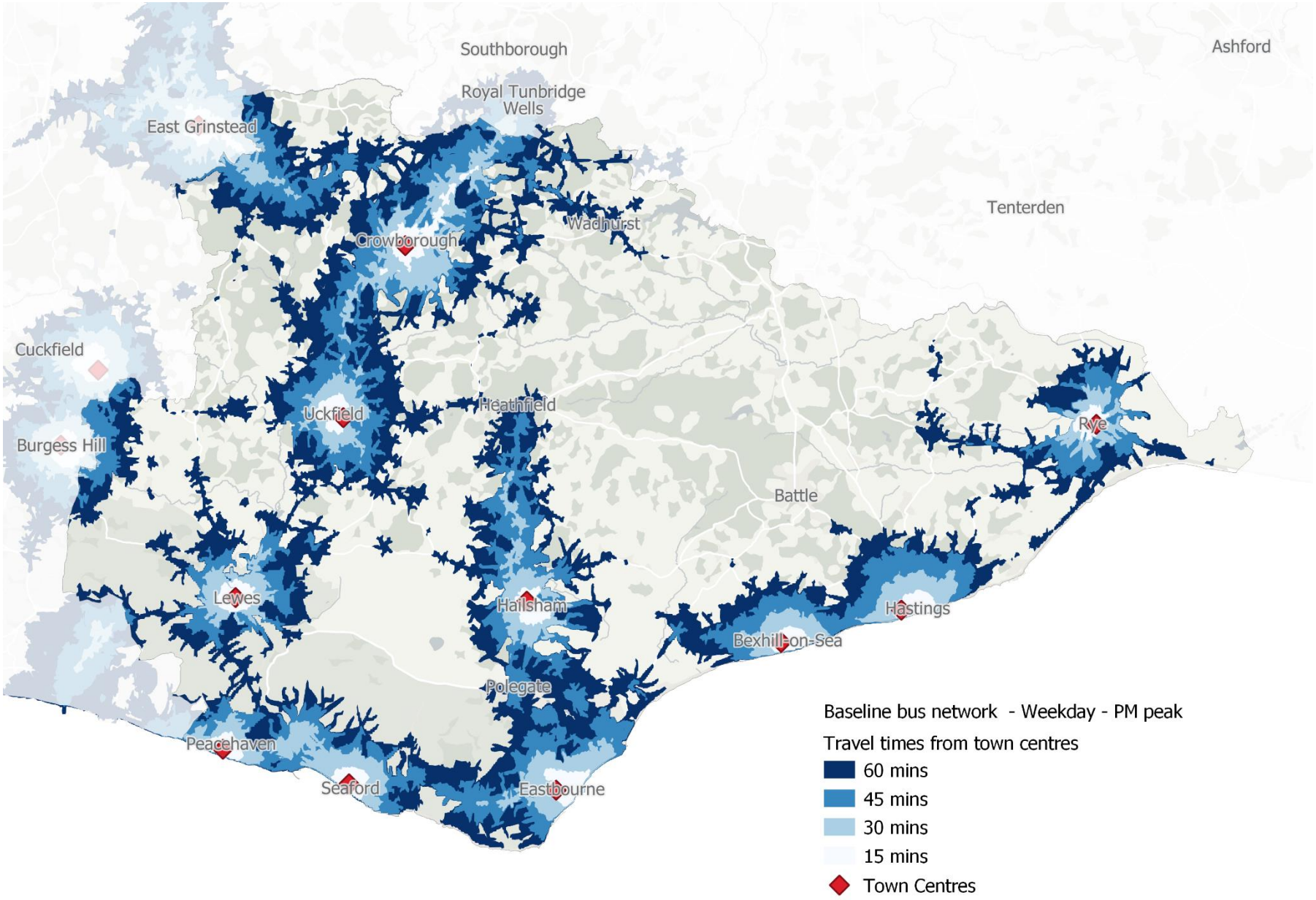
Appendix Figure 30 – Bus accessibility to major towns in East Sussex – Baseline – Weekday AM Peak



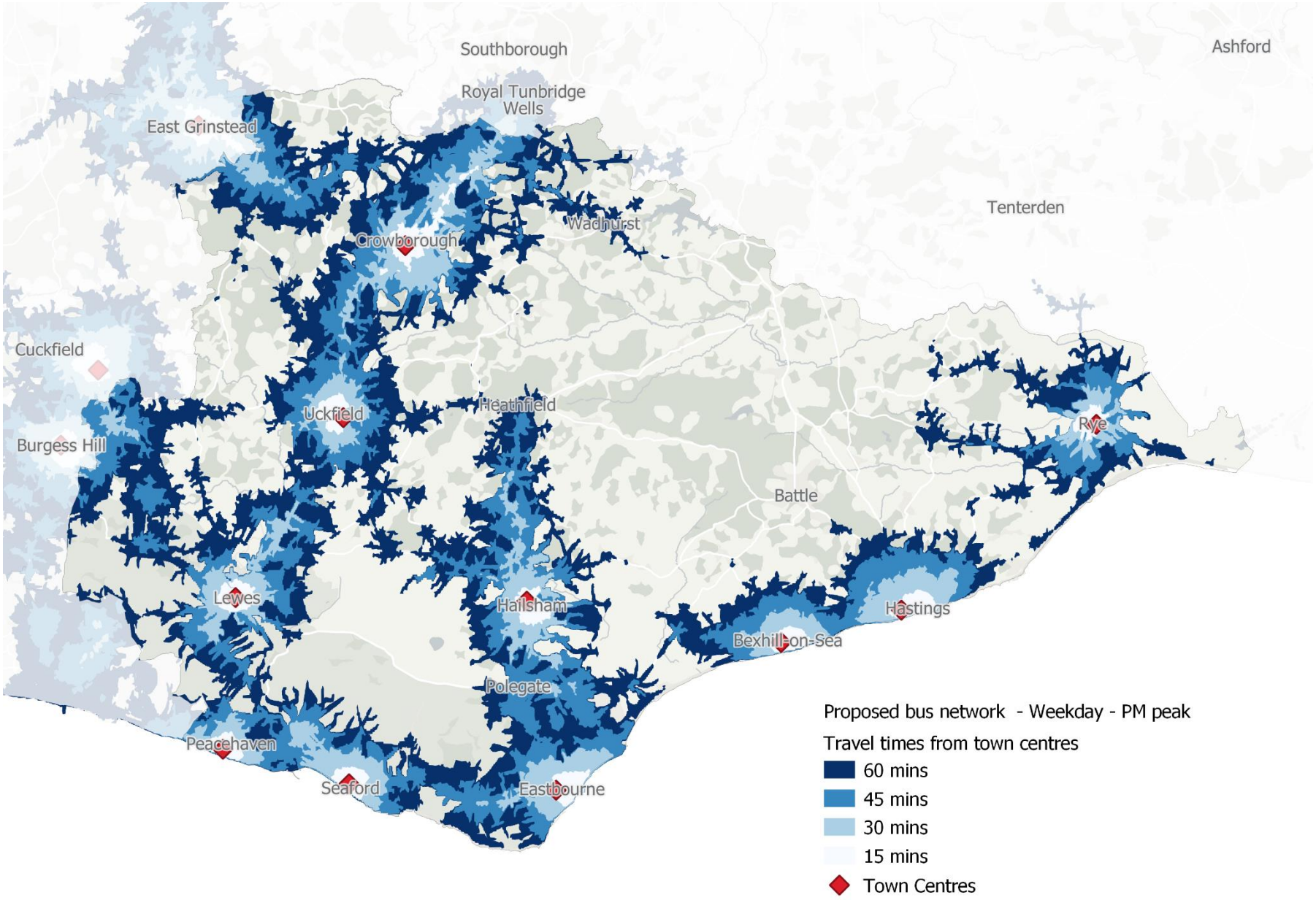
Appendix Figure 31 – Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday AM Peak



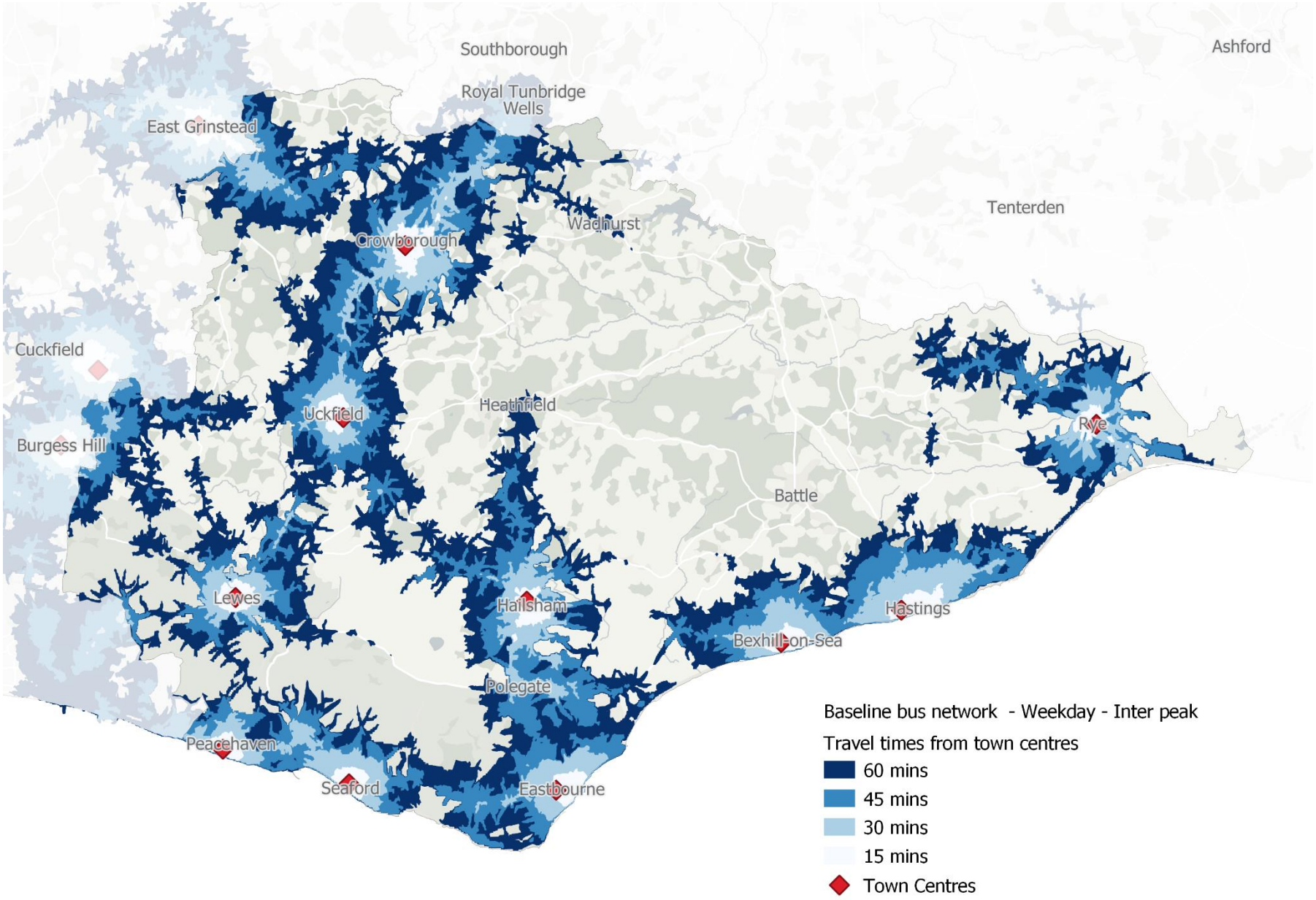
Appendix Figure 32 - Bus accessibility to major towns in East Sussex – Baseline – Weekday PM Peak



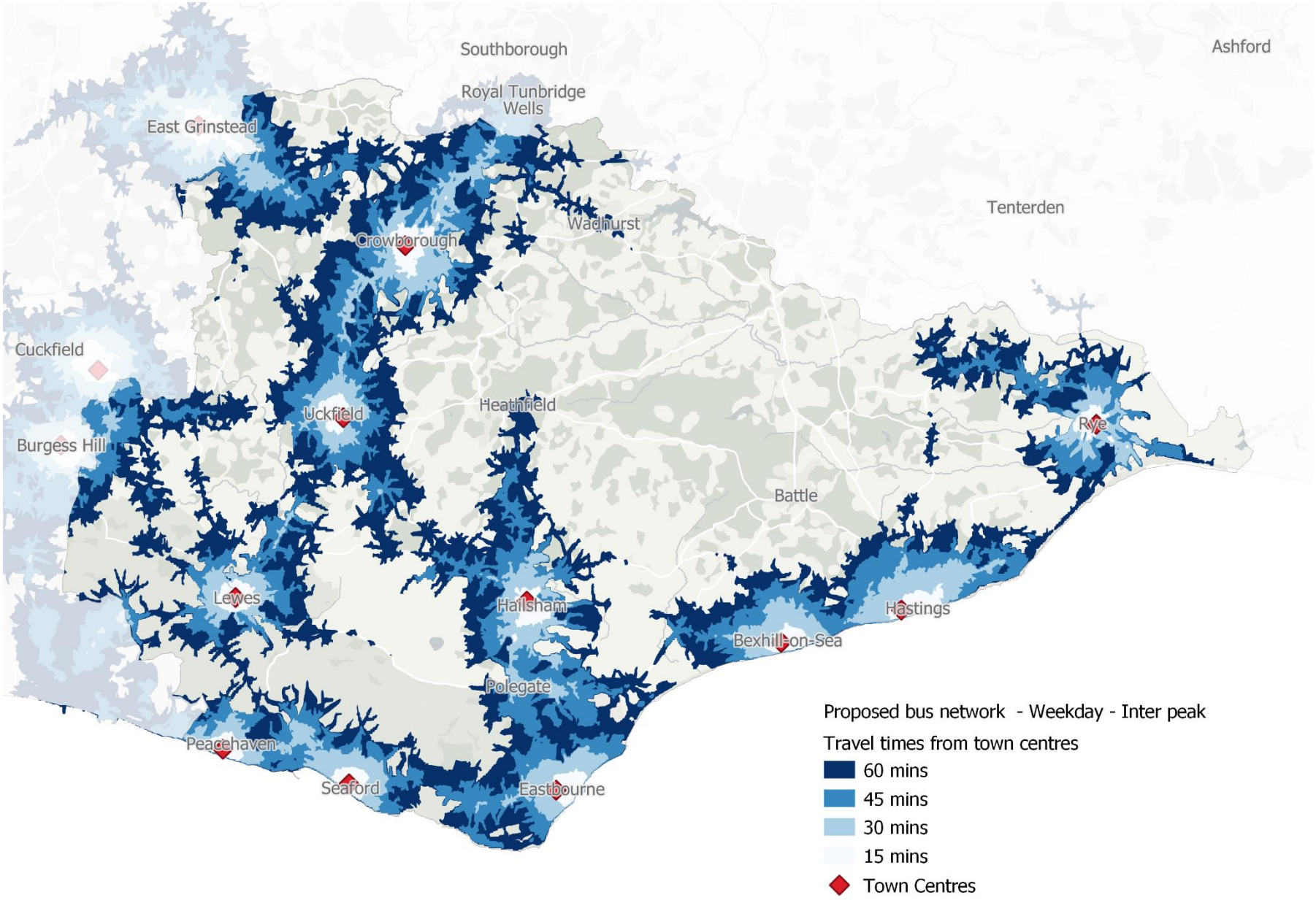
Appendix Figure 33 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday PM Peak



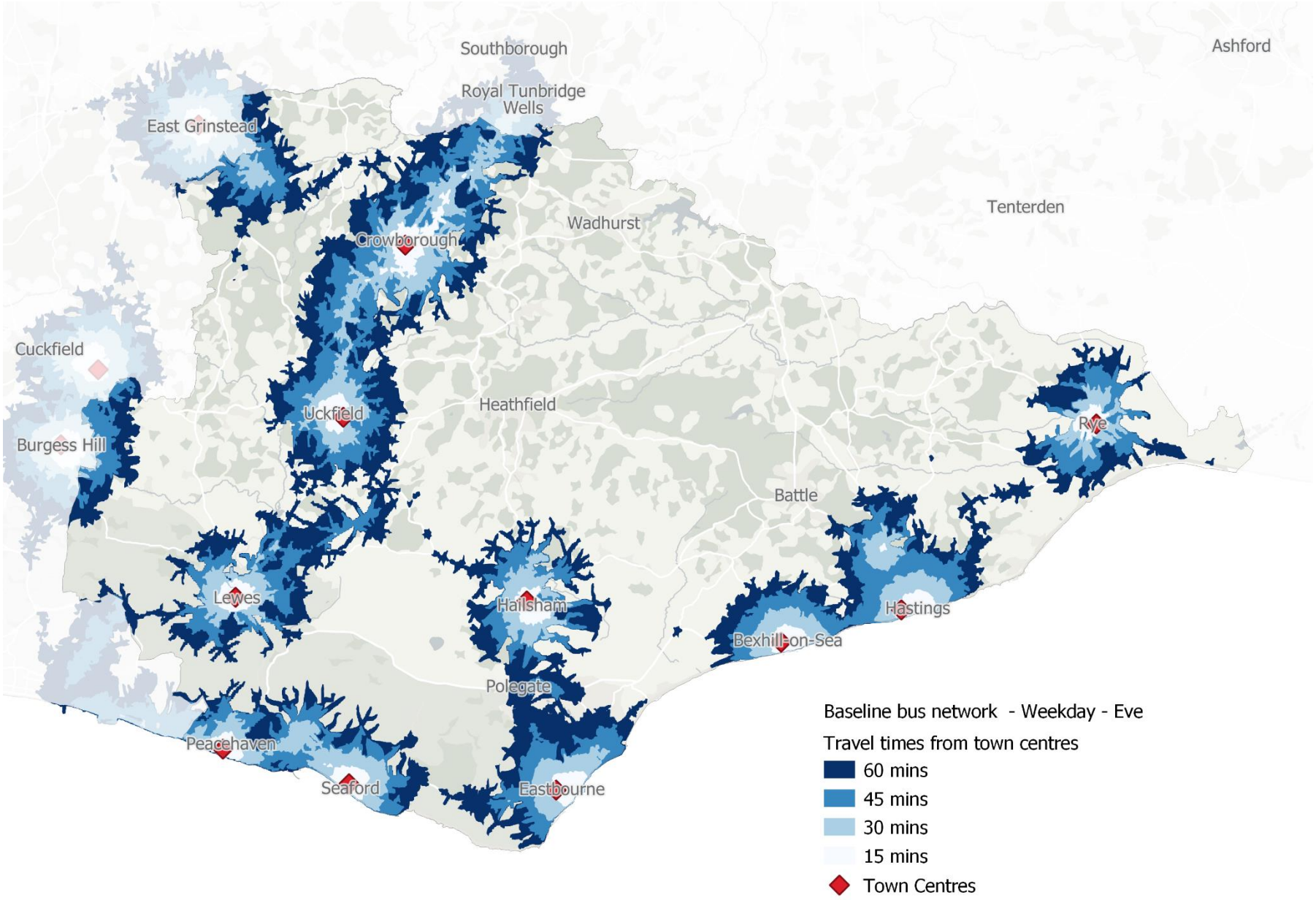
Appendix Figure 34 - Bus accessibility to major towns in East Sussex – Baseline – Weekday Interpeak



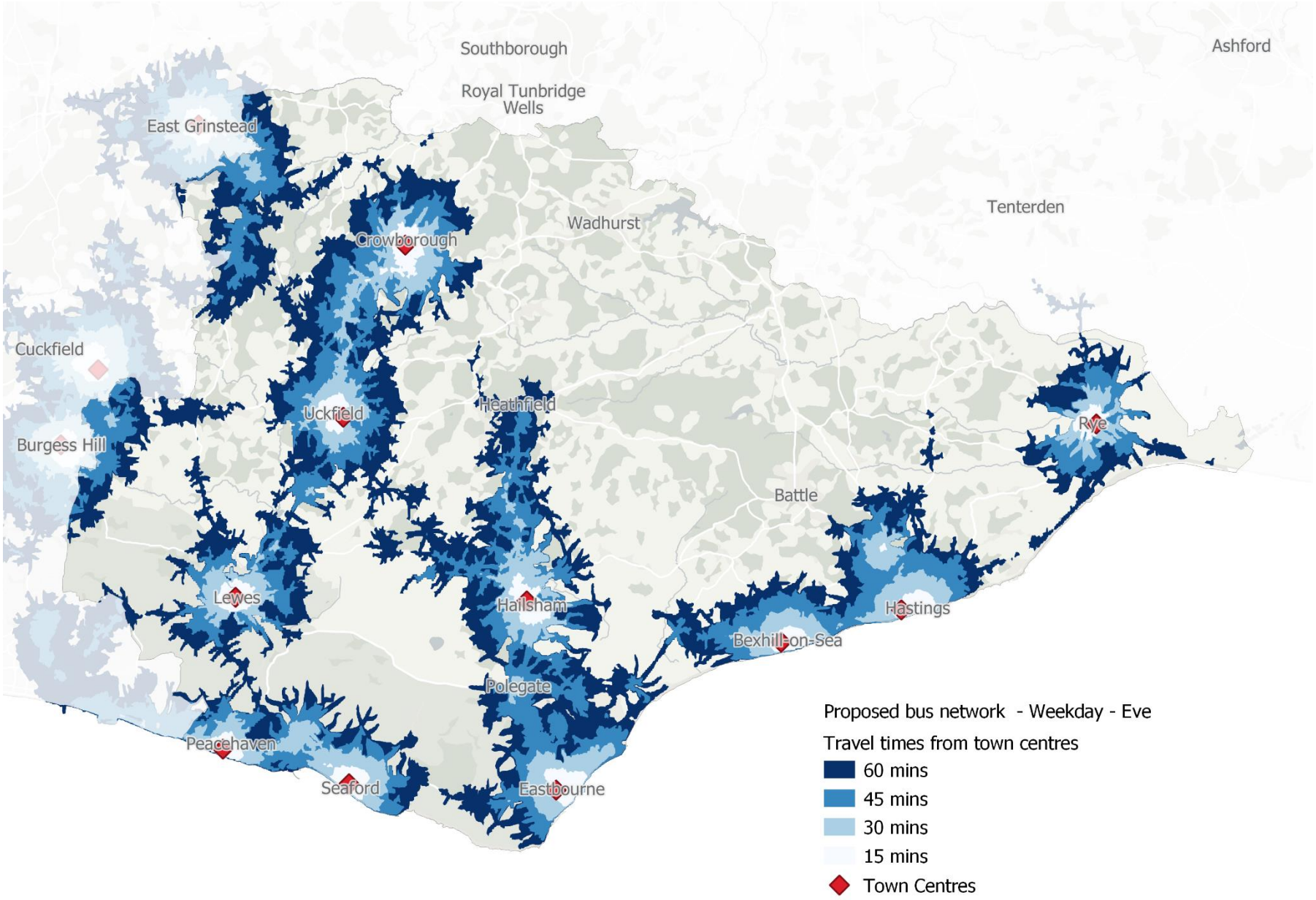
Appendix Figure 35 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday Interpeak



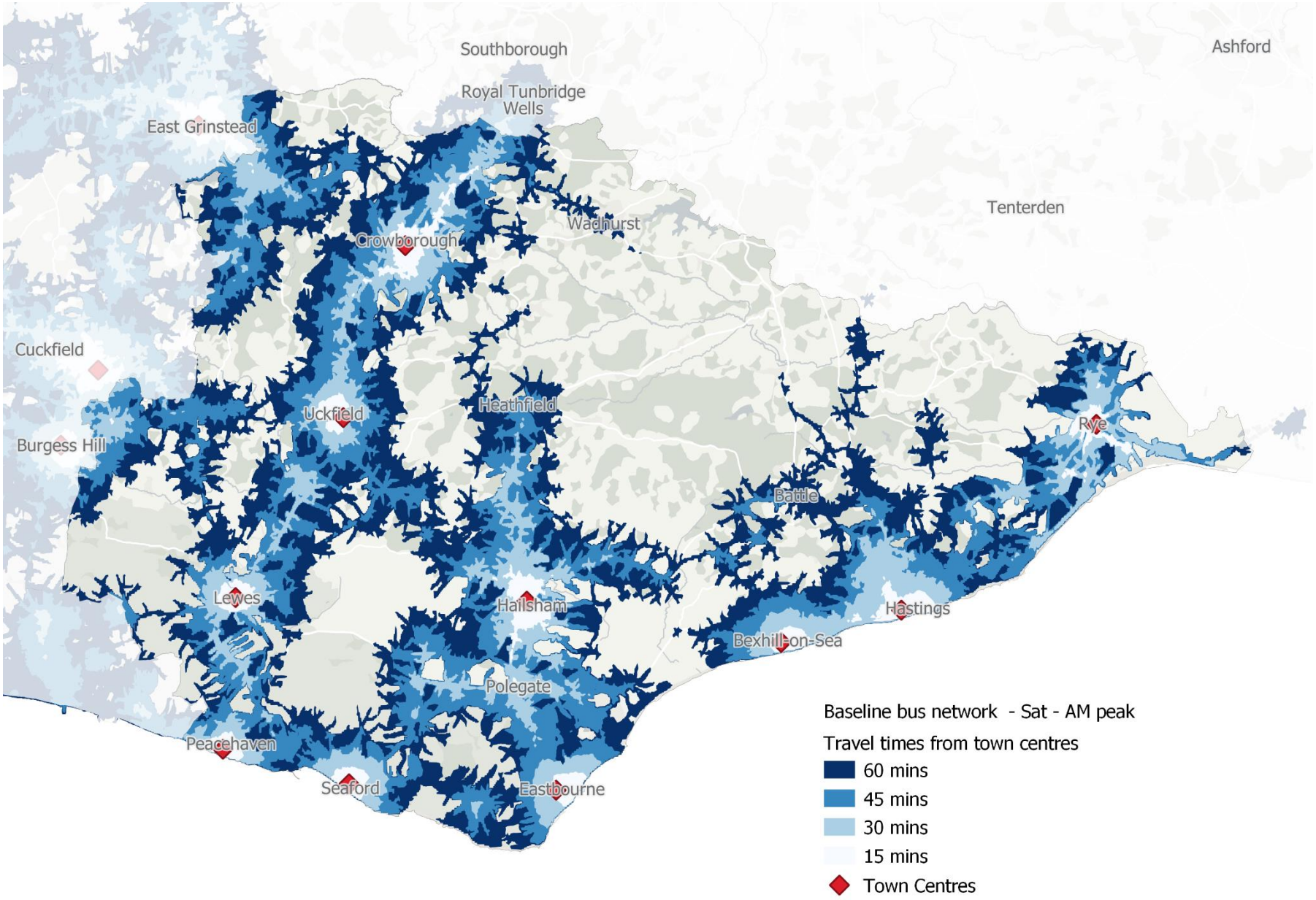
Appendix Figure 36 - Bus accessibility to major towns in East Sussex – Baseline – Weekday Evening



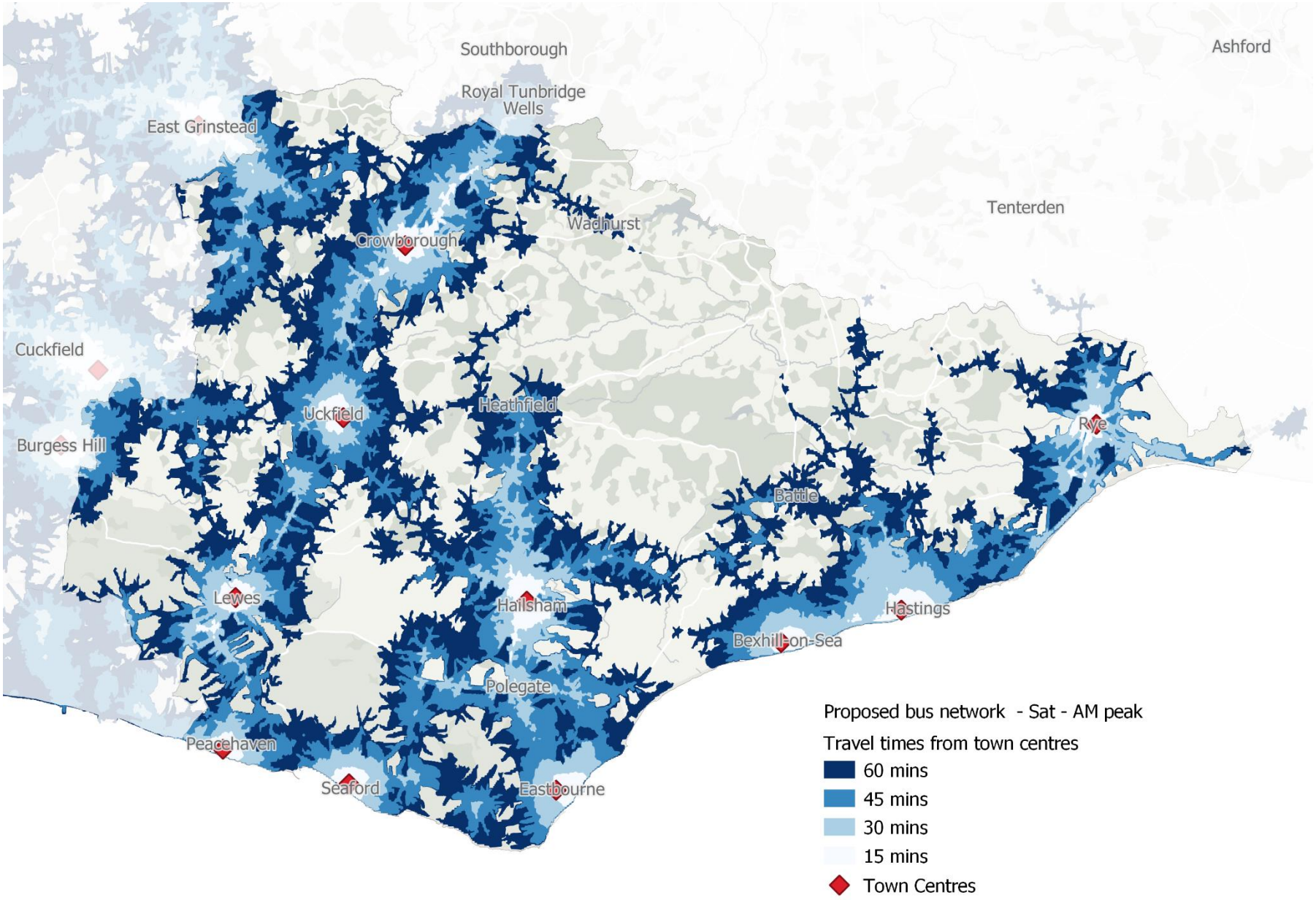
Appendix Figure 37 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Weekday Evening



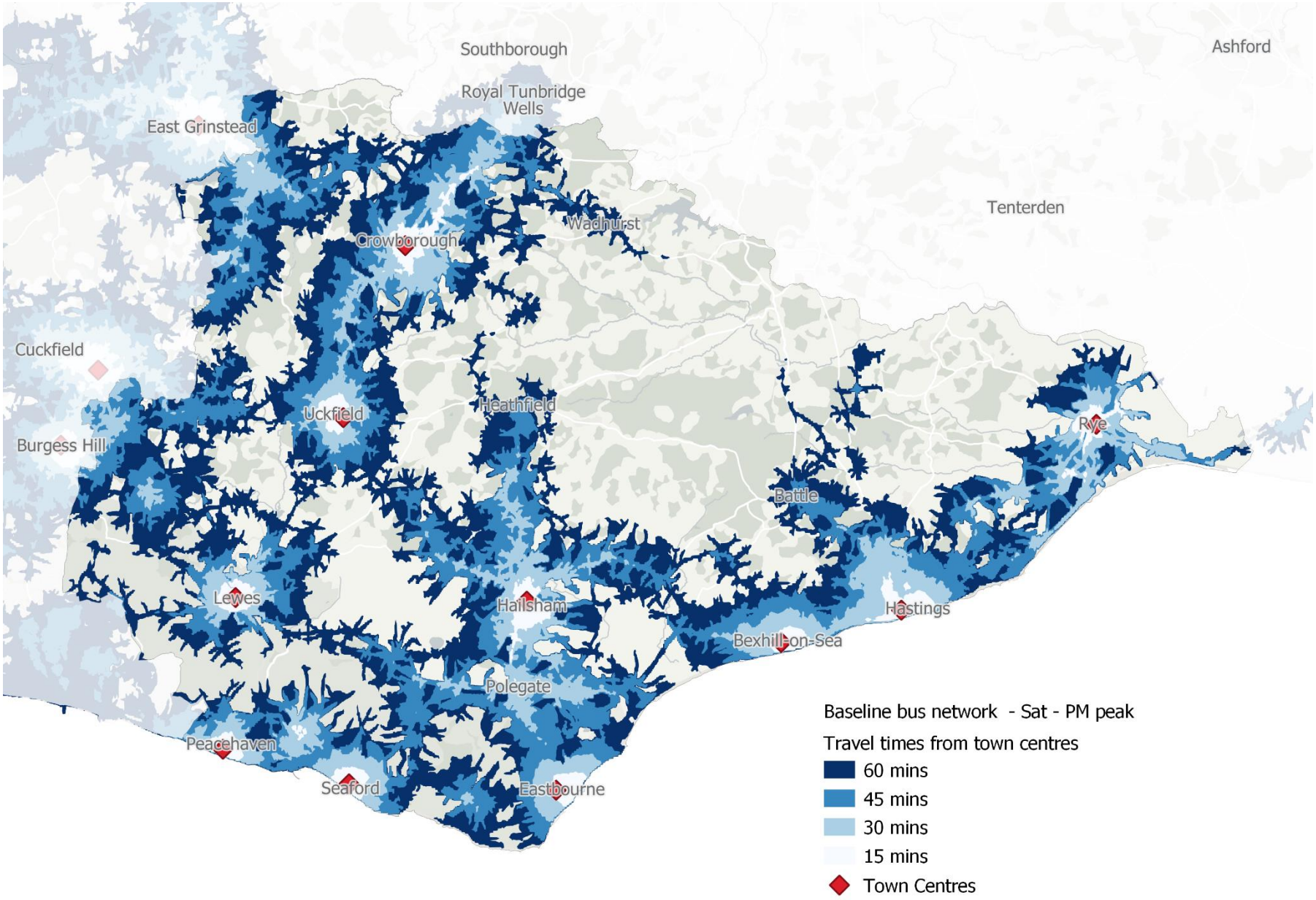
Appendix Figure 38 - Bus accessibility to major towns in East Sussex – Baseline – Saturday AM Peak



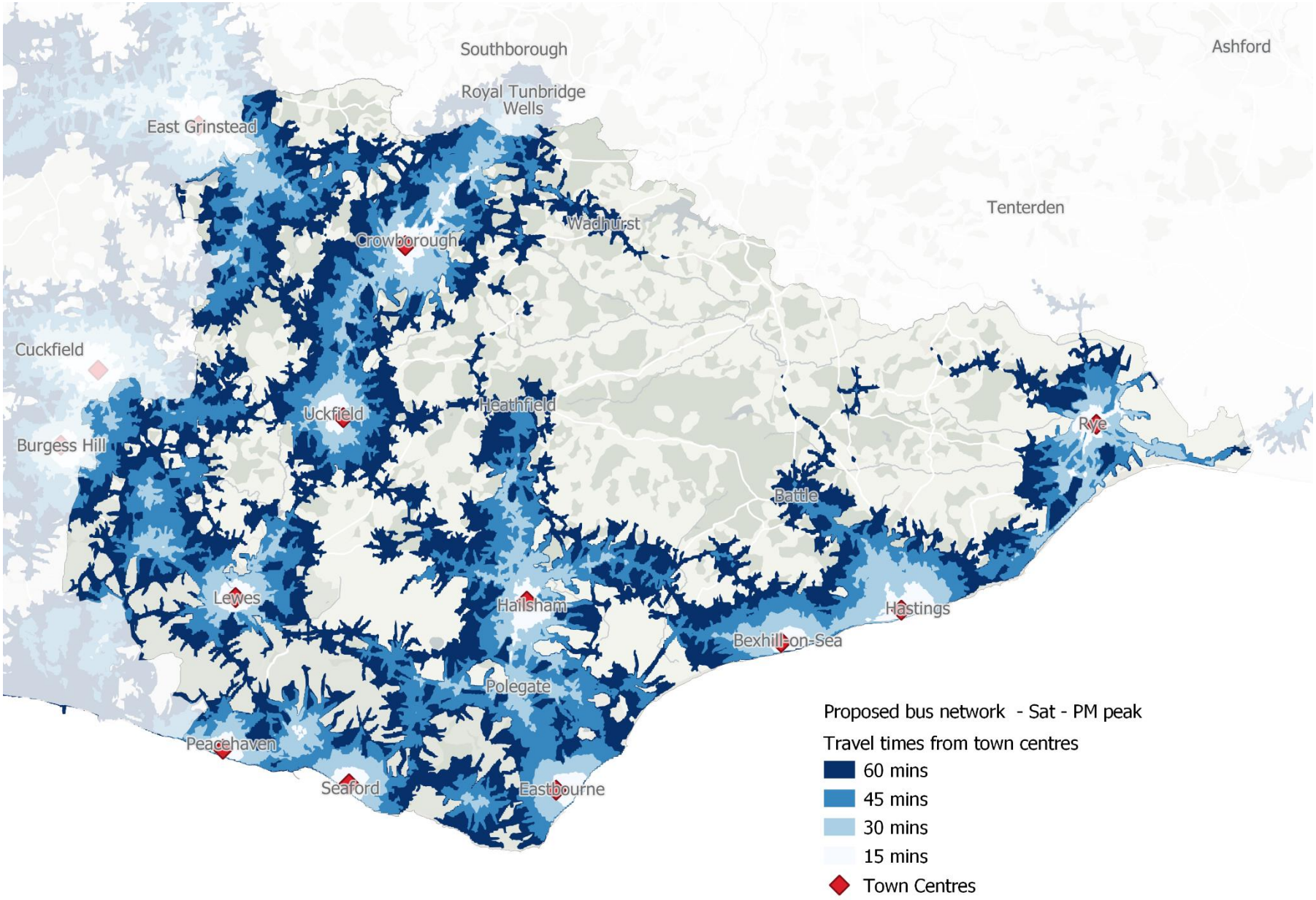
Appendix Figure 39 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Saturday AM Peak



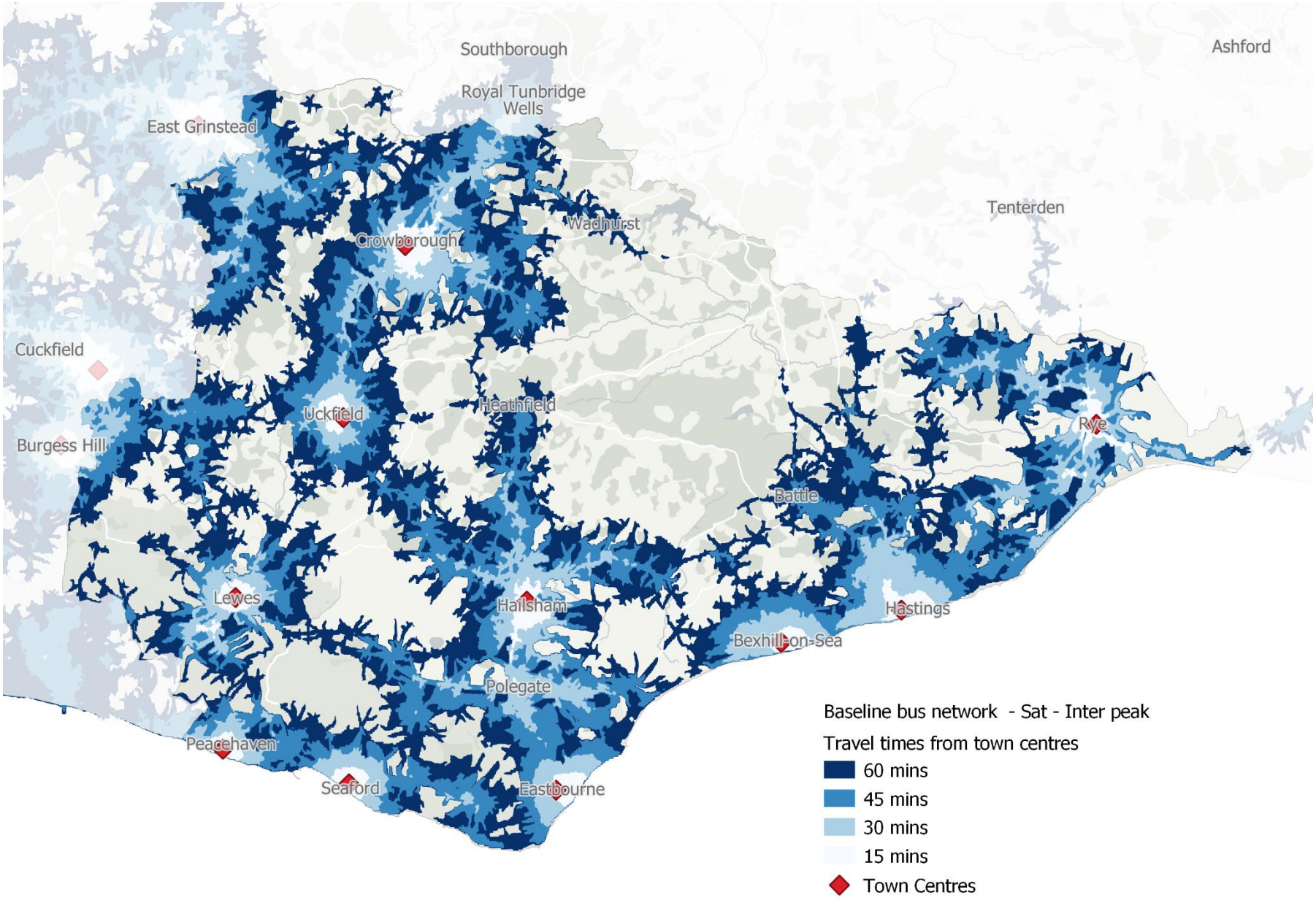
Appendix Figure 40 - Bus accessibility to major towns in East Sussex – Baseline – Saturday PM Peak



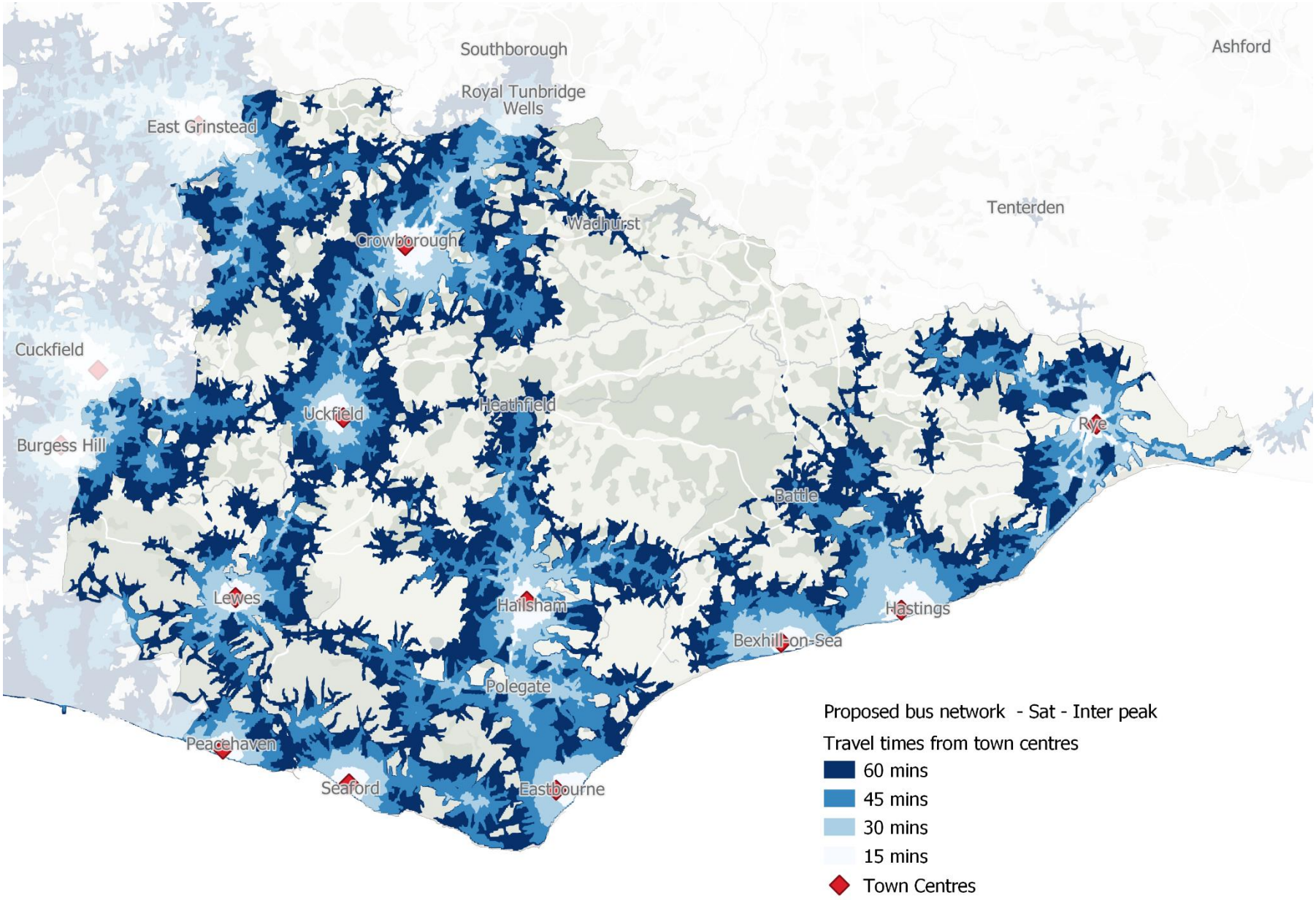
Appendix Figure 41 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Saturday PM Peak



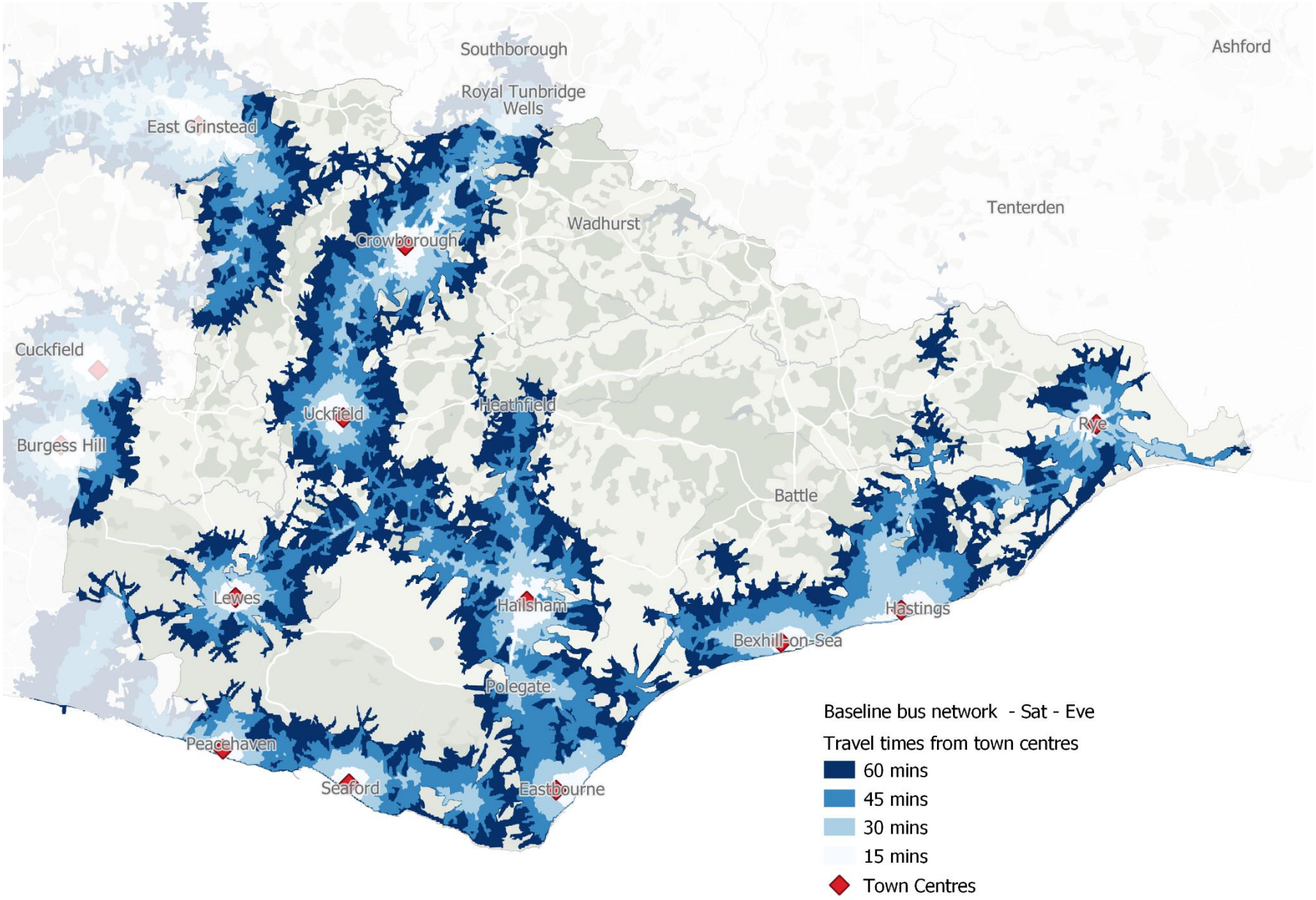
Appendix Figure 42 - Bus accessibility to major towns in East Sussex – Baseline – Saturday Interpeak



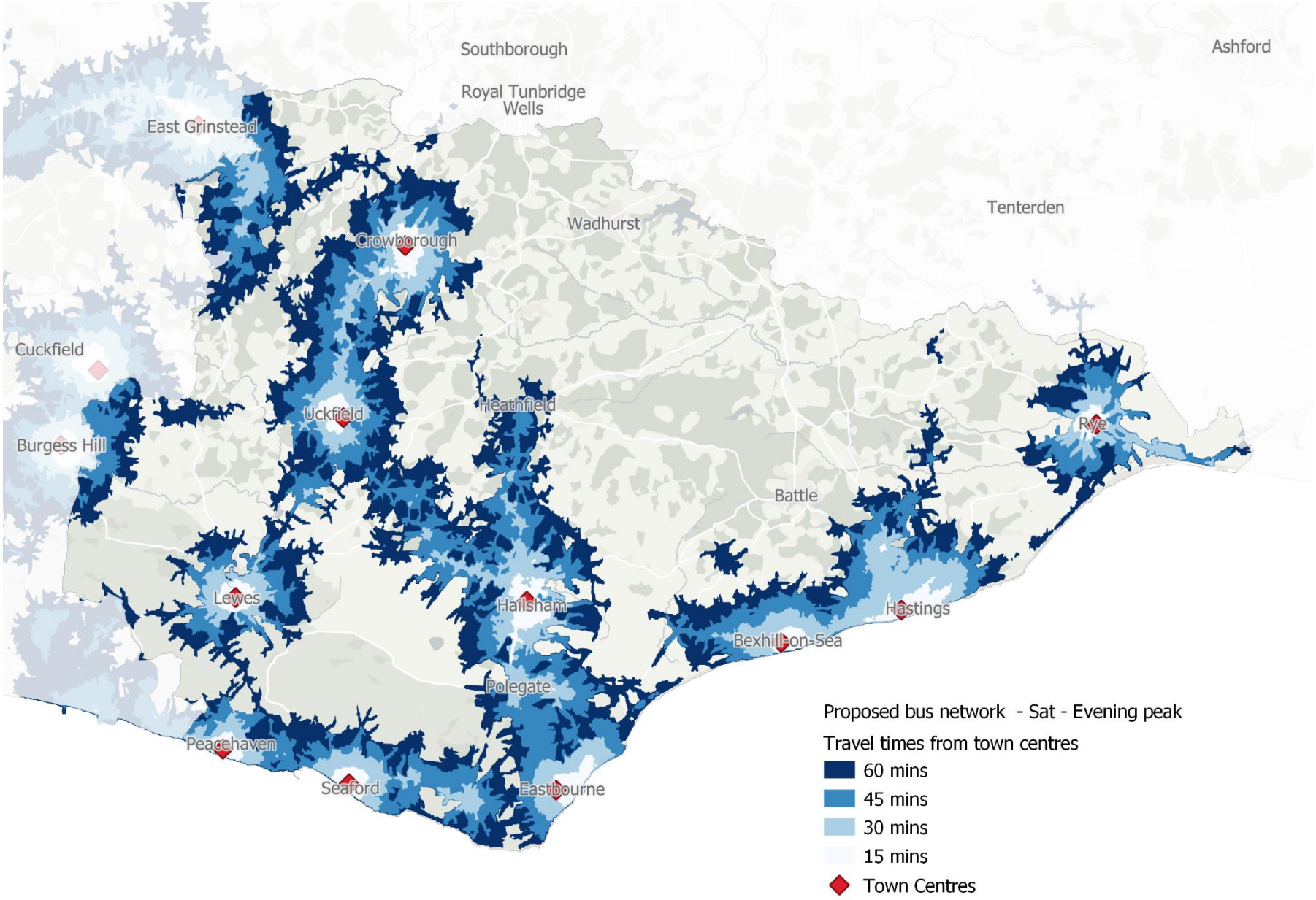
Appendix Figure 43 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Saturday Interpeak



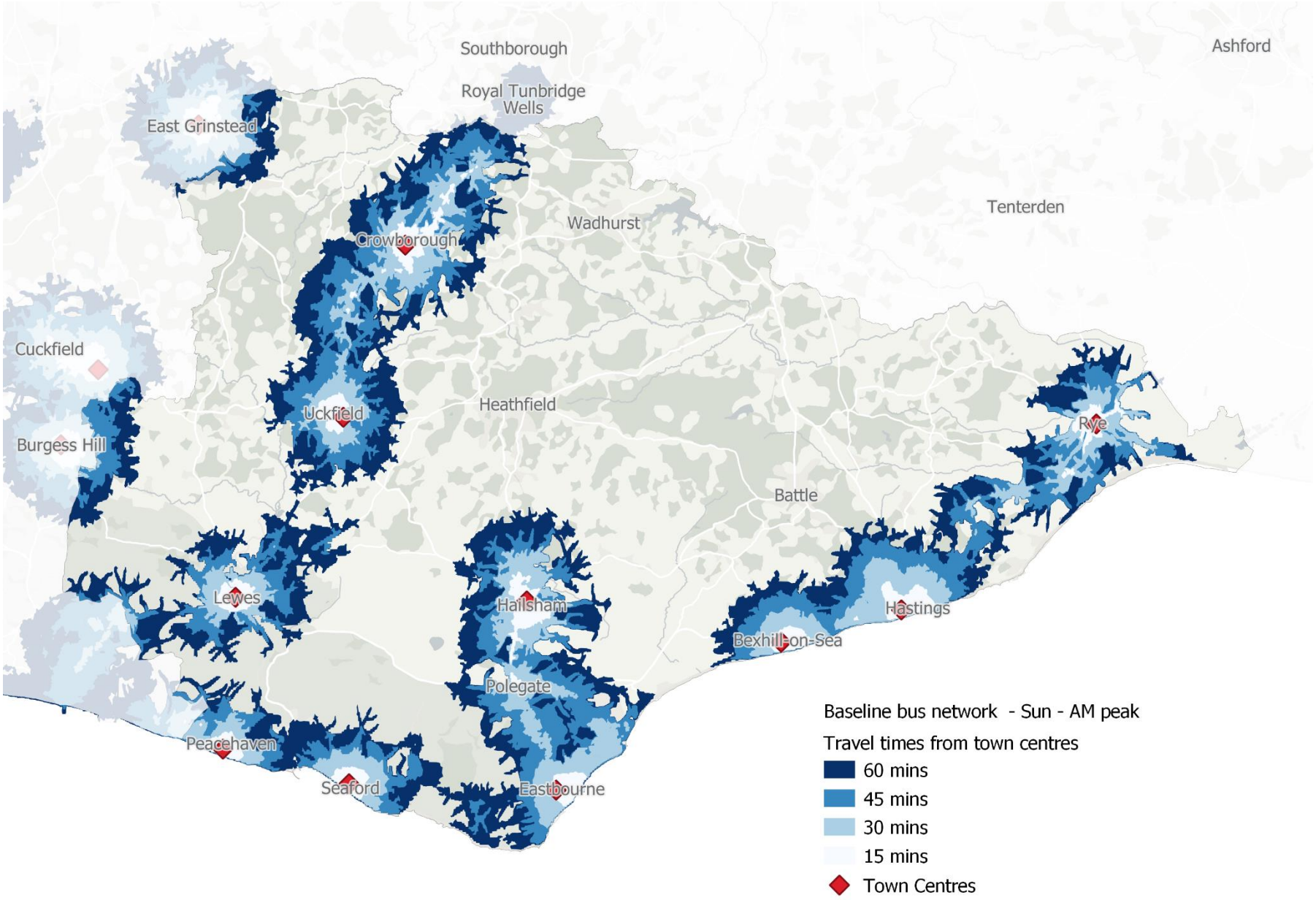
Appendix Figure 44 - Bus accessibility to major towns in East Sussex – Baseline – Saturday Evening



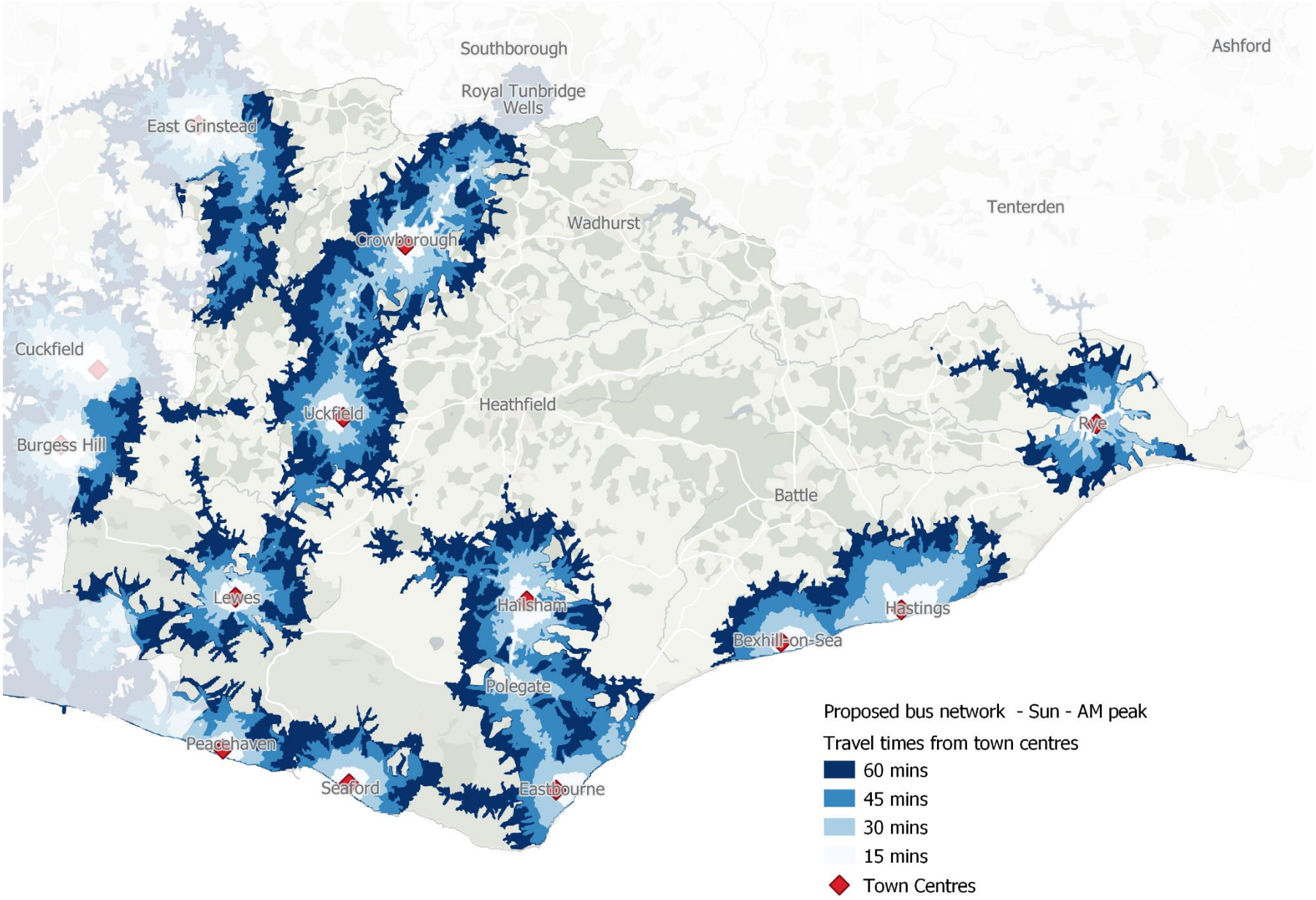
Appendix Figure 45 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Saturday Evening



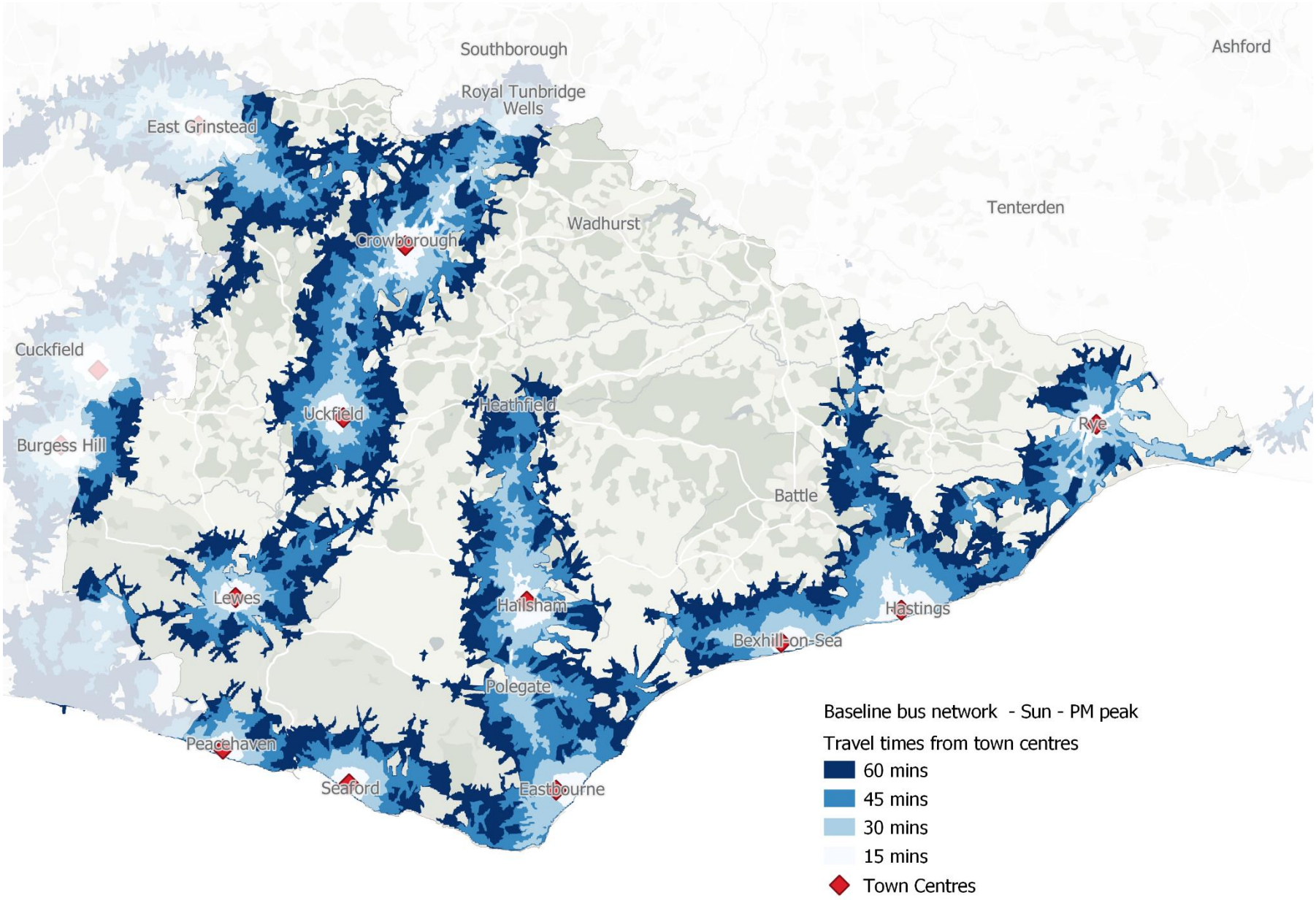
Appendix Figure 46 - Bus accessibility to major towns in East Sussex – Baseline – Sunday AM Peak



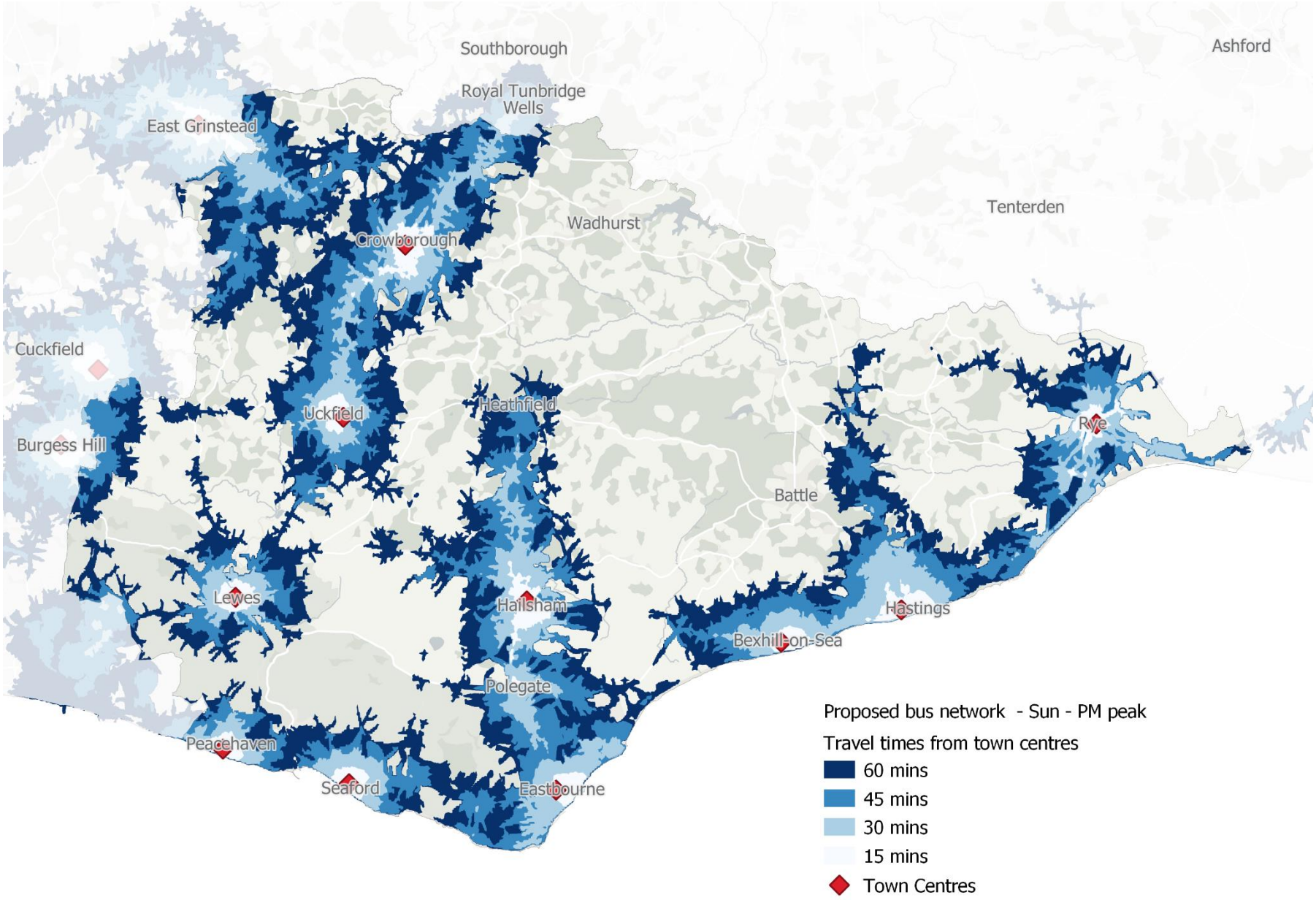
Appendix Figure 47 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Sunday AM Peak



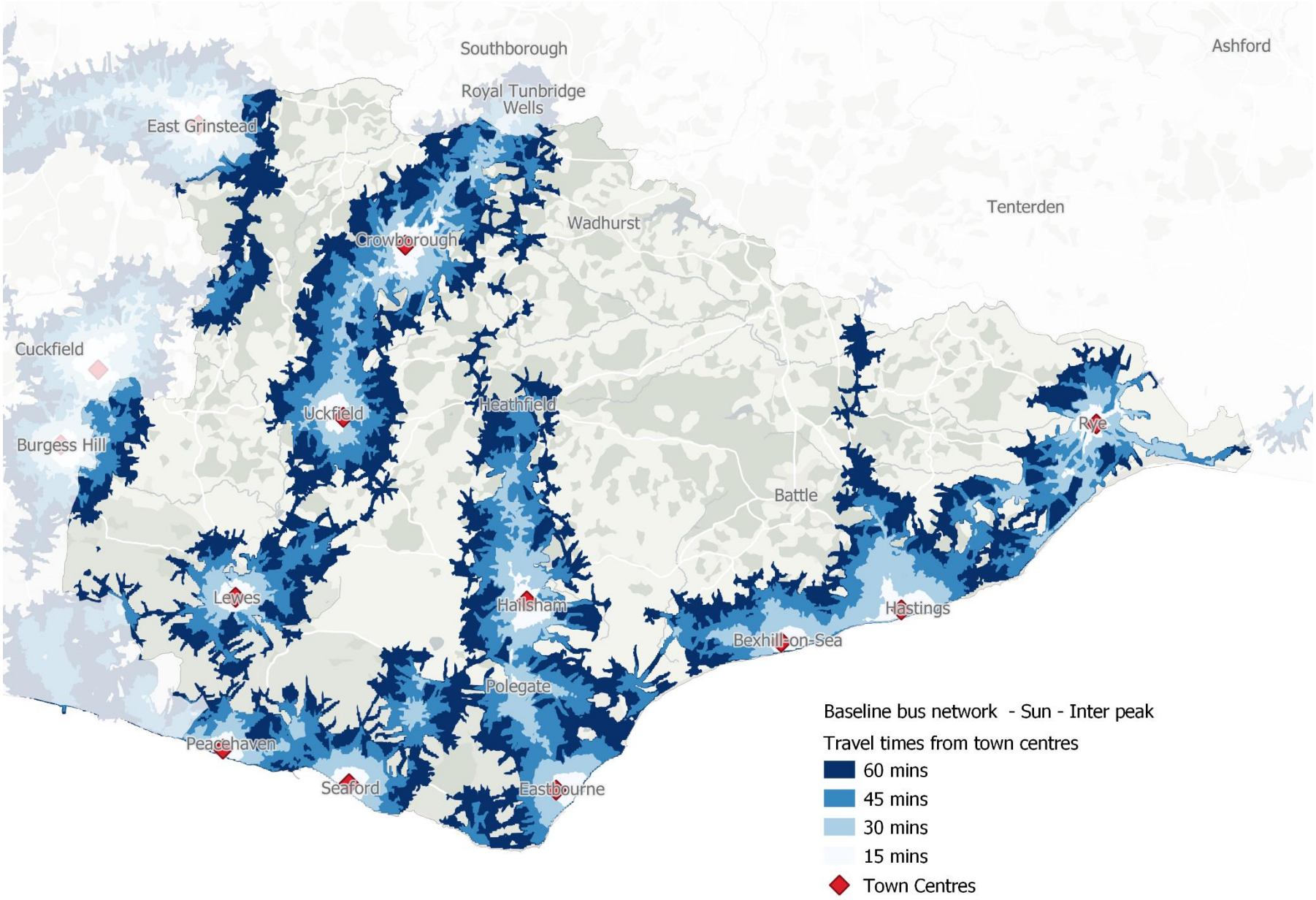
Appendix Figure 48 - Bus accessibility to major towns in East Sussex – Baseline – Sunday PM Peak



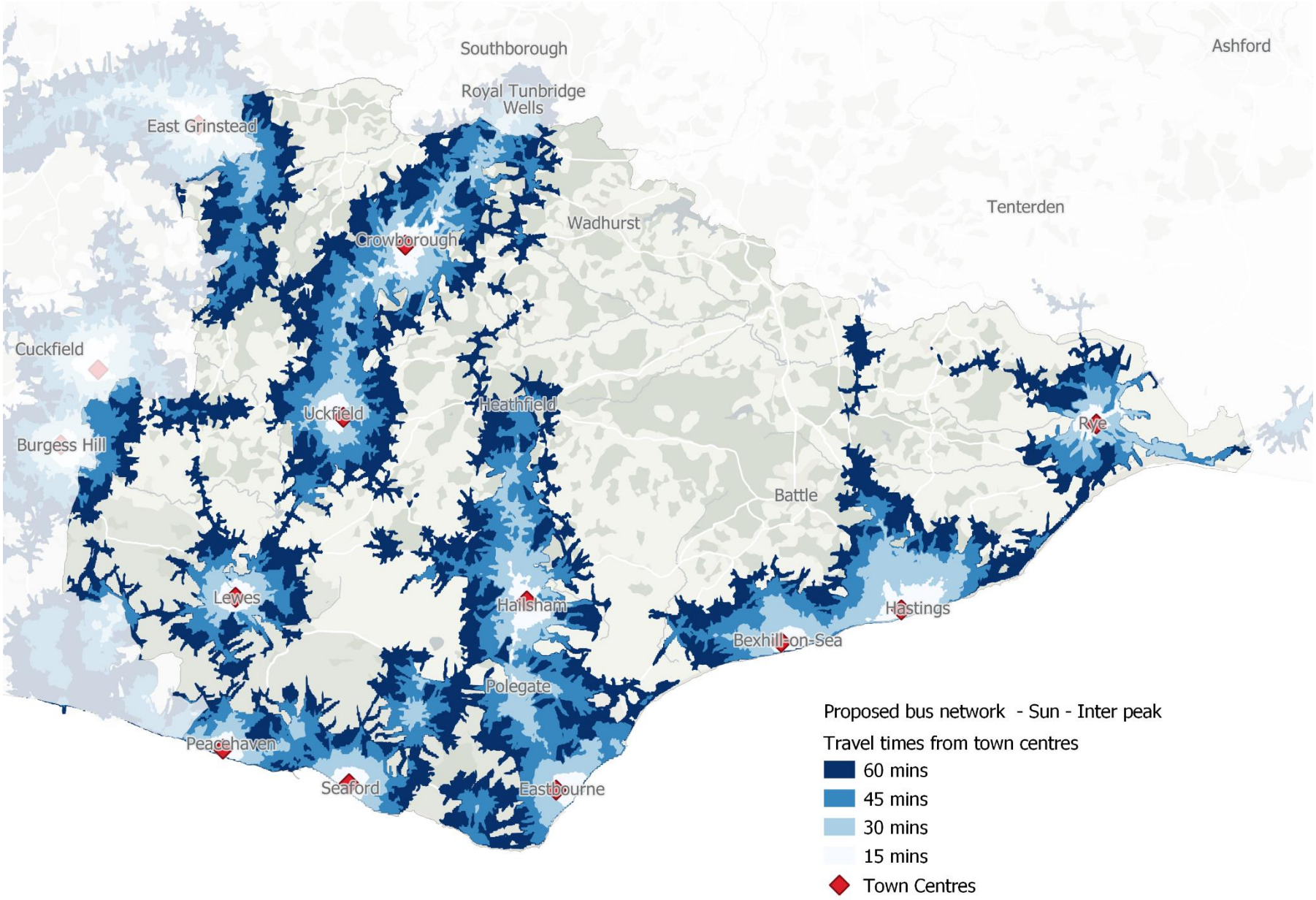
Appendix Figure 49 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Sunday PM Peak



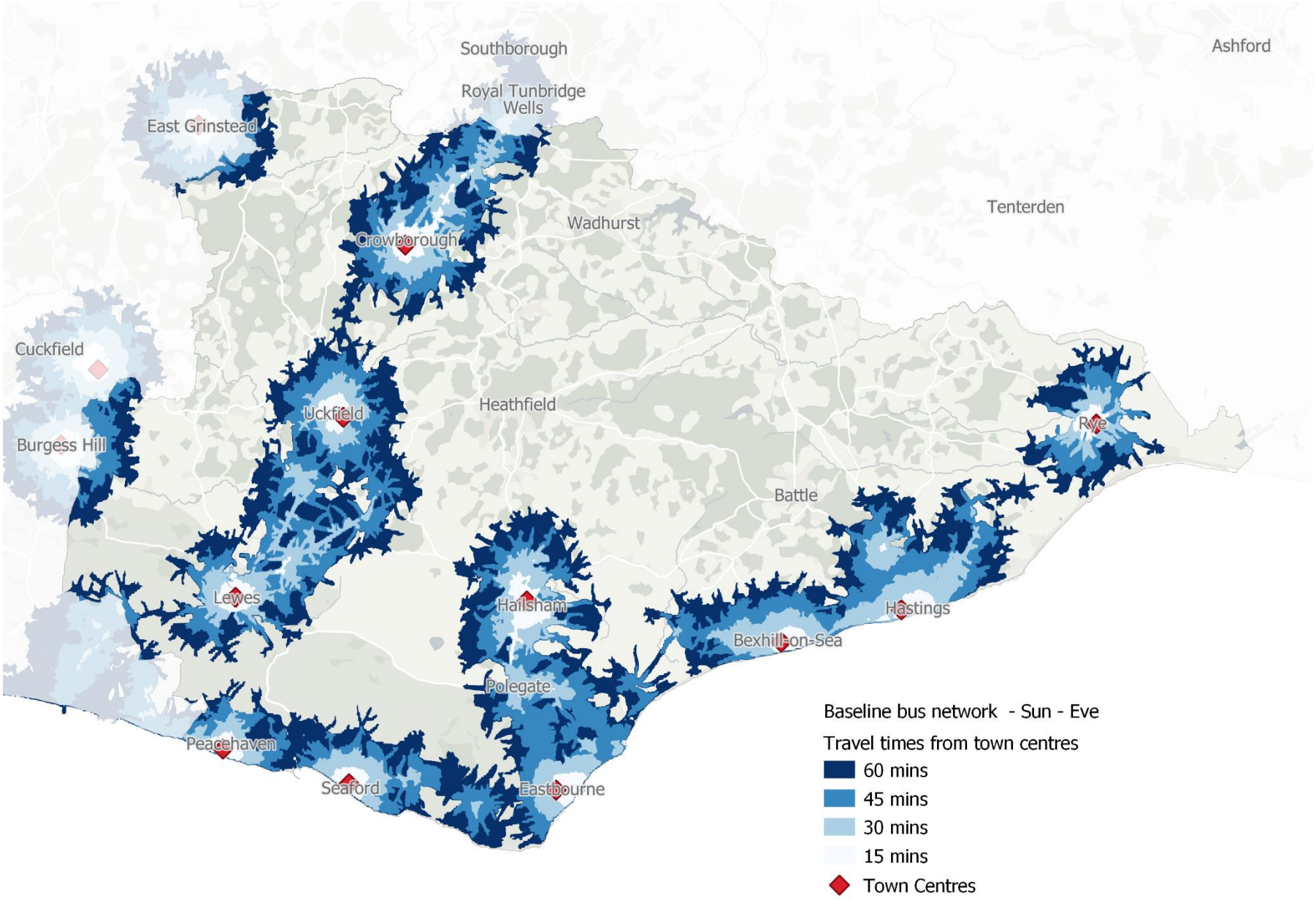
Appendix Figure 50 - Bus accessibility to major towns in East Sussex – Baseline – Sunday Interpeak



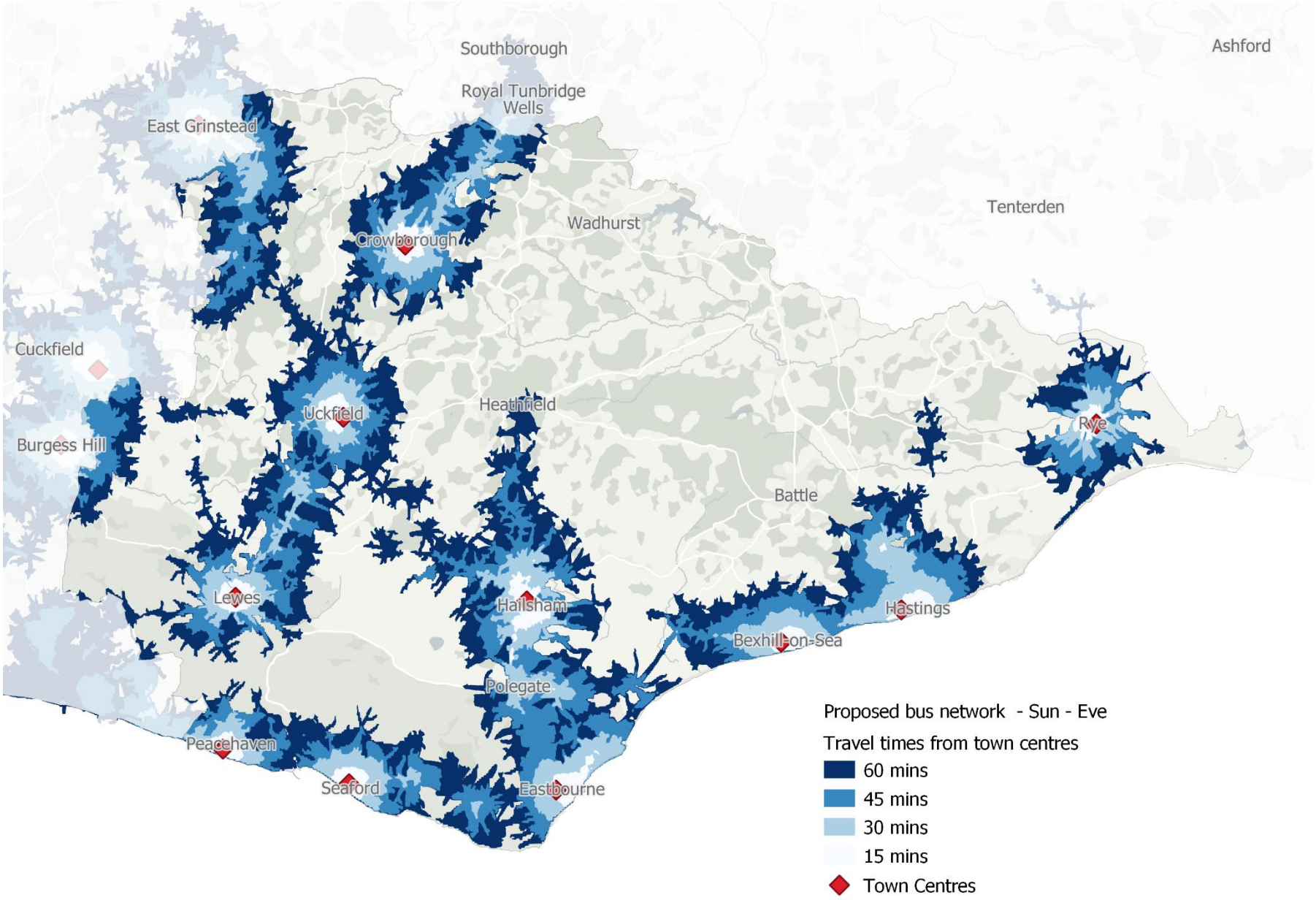
Appendix Figure 51 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Sunday Interpeak



Appendix Figure 52 - Bus accessibility to major towns in East Sussex – Baseline – Sunday Evening



Appendix Figure 53 - Bus accessibility to major towns in East Sussex – Proposed Enhanced Network – Sunday Evening



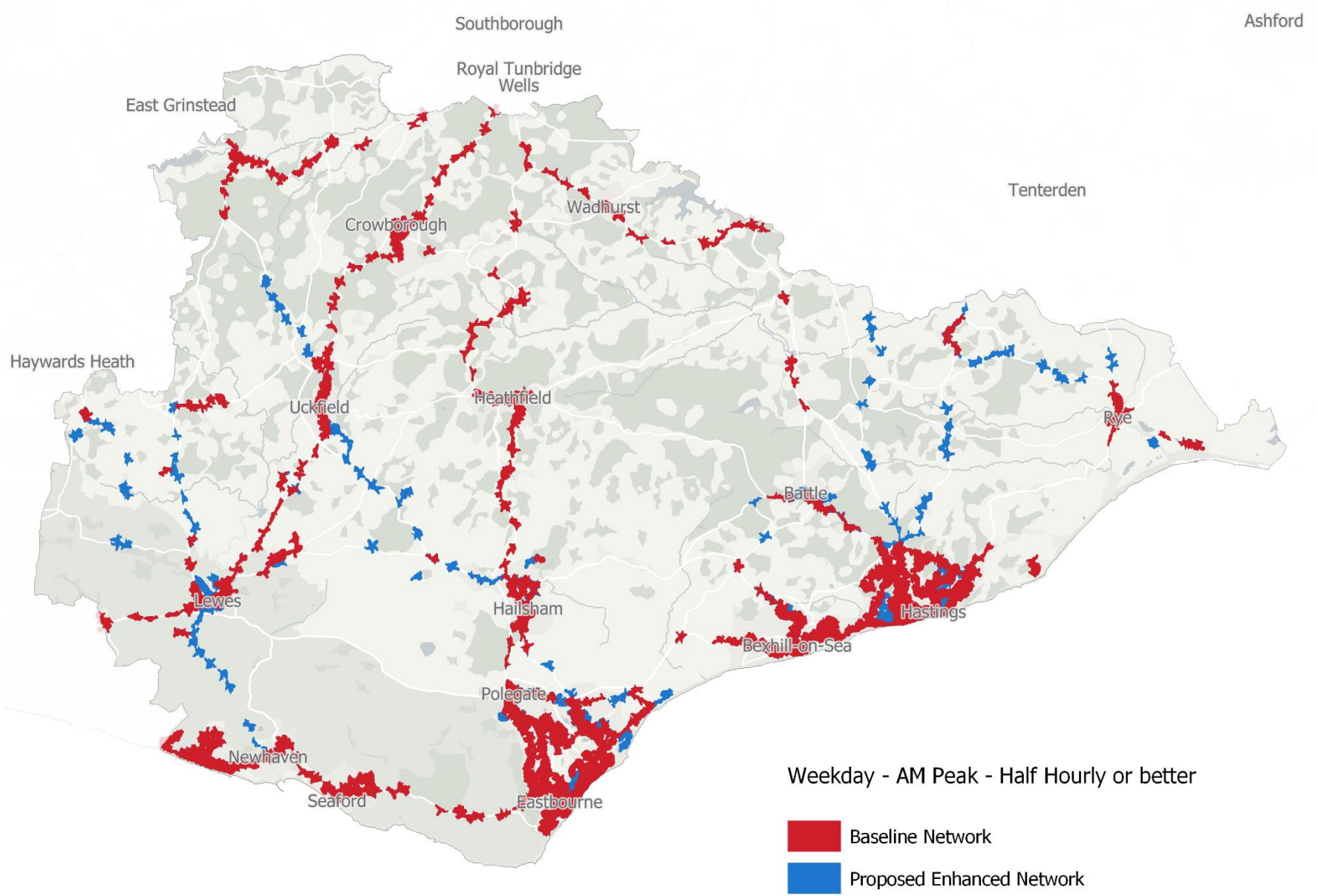
Appendix Table 16 - Accessibility to Bus Services in East Sussex – % of population that have access to a bus service with a frequency of X or better - Baseline, Enhanced and the Change

Day	Scenario	Baseline	Proposed Enhanced	Change	Baseline	Proposed Enhanced	Change	Baseline	Proposed Enhanced	Change	Baseline	Proposed Enhanced	Change
	Frequency	Half Hourly			Hourly			Two Hourly			Daily		
Weekday	AM Peak	63.5%	70.3%	+6.8%	77.3%	78.2%	+0.9%	85.1%	84.3%	-0.8%	86.4%	85.5%	-0.8%
	PM Peak	61.6%	68.0%	+6.4%	75.5%	77.6%	+2.1%	82.6%	81.8%	-0.8%	86.4%	85.5%	-0.8%
	Interpeak	64.9%	71.3%	+6.4%	77.7%	79.0%	+1.3%	85.9%	84.8%	-1.1%	86.4%	85.5%	-0.8%
	Evening	39.9%	53.4%	+13.4%	54.9%	67.9%	+13.0%	67.6%	73.0%	+5.4%	86.4%	85.5%	-0.8%
Saturday	AM Peak	69.2%	71.4%	+2.1%	75.8%	78.0%	+2.2%	82.0%	82.3%	+0.3%	83.7%	83.2%	-0.5%
	PM Peak	69.6%	72.1%	+2.5%	73.1%	76.2%	+3.1%	77.5%	79.2%	+1.7%	83.7%	83.2%	-0.5%
	Interpeak	74.3%	77.5%	+3.2%	79.9%	81.4%	+1.4%	82.3%	82.6%	+0.4%	83.7%	83.2%	-0.5%
	Evening	53.2%	61.1%	+7.9%	60.3%	70.6%	+10.4%	66.1%	73.7%	+7.5%	83.7%	83.2%	-0.5%
Sunday	AM Peak	32.7%	51.6%	+18.8%	44.9%	63.6%	+18.7%	59.0%	66.9%	+7.9%	65.8%	70.9%	+5.1%
	PM Peak	56.3%	62.8%	+6.5%	61.8%	69.2%	+7.5%	64.0%	70.5%	+6.5%	65.8%	70.9%	+5.1%
	Interpeak	60.5%	64.7%	+4.1%	64.0%	70.4%	+6.4%	65.4%	70.6%	+5.1%	65.8%	70.9%	+5.1%
	Evening	38.8%	55.9%	+17.1%	46.0%	64.4%	+18.4%	50.9%	66.9%	+16.0%	65.8%	70.9%	+5.1%

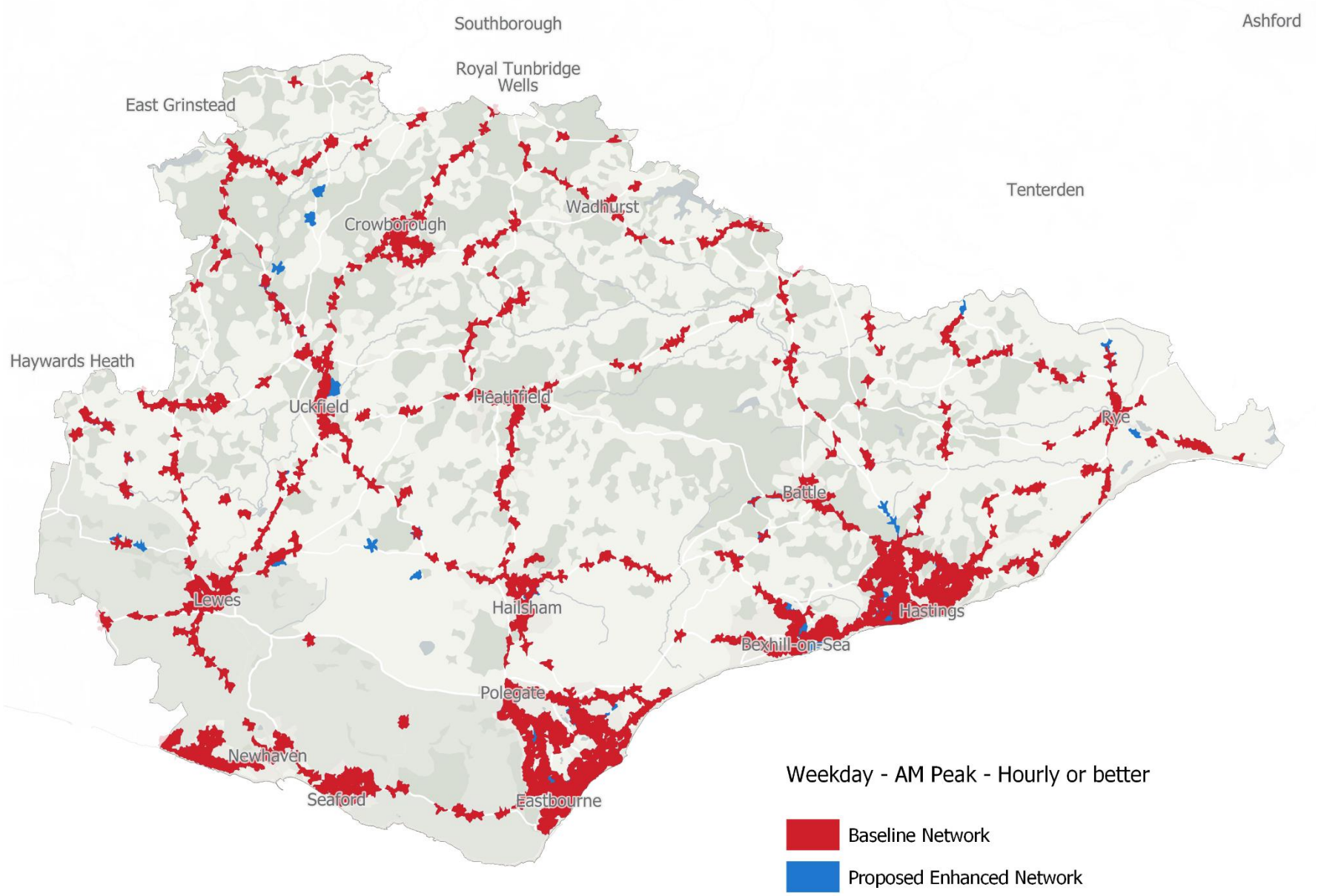
Please note that we have not been able to model DRT services at this time as part of our bus network enhancements. This has meant that a good deal of our proposed enhancements to the bus network have not been captured in the table above and in some cases has resulted in a slight negative change where some conventional services have been proposed to change to flexible services.

Appendix Figure 54 to Appendix Figure 65 illustrate these access to bus services results in a map based format.

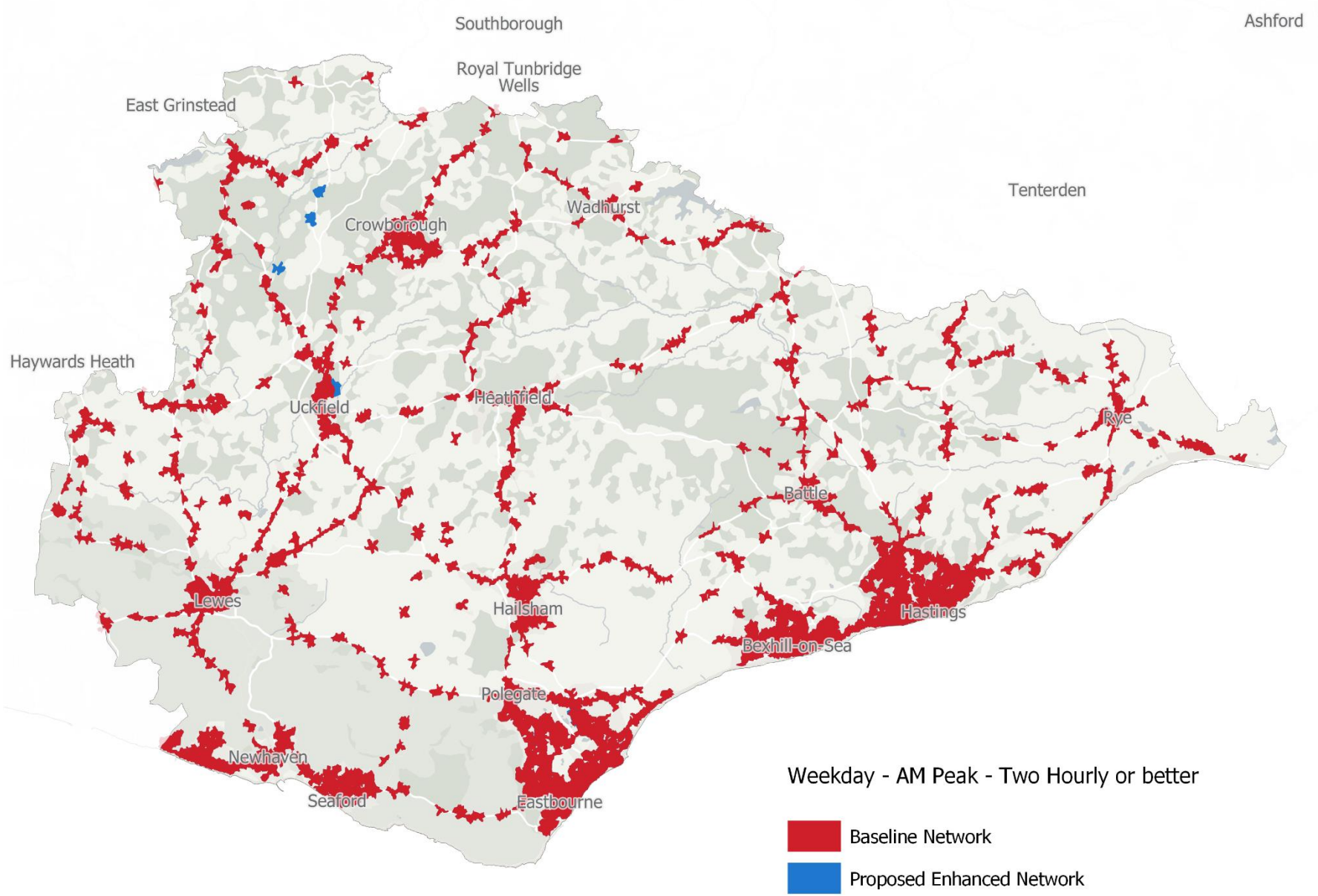
Appendix Figure 54-Bus Service Accessibility–Baseline and Enhanced-Weekday-AM Peak–Access to a Half-Hourly Or Better Service



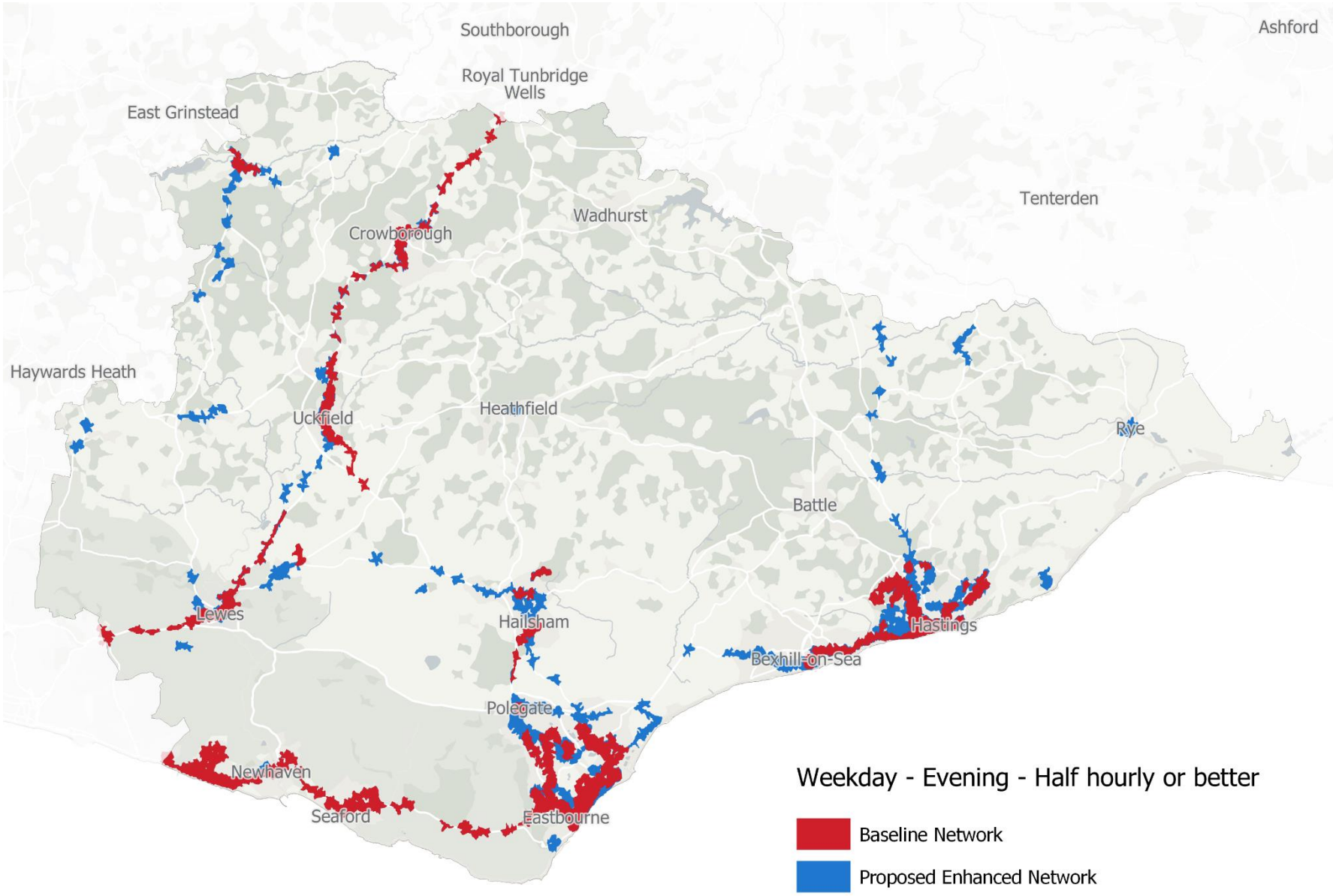
Appendix Figure 55 - Bus Service Accessibility–Baseline and Enhanced-Weekday-AM Peak–Access to a Hourly Or Better Service



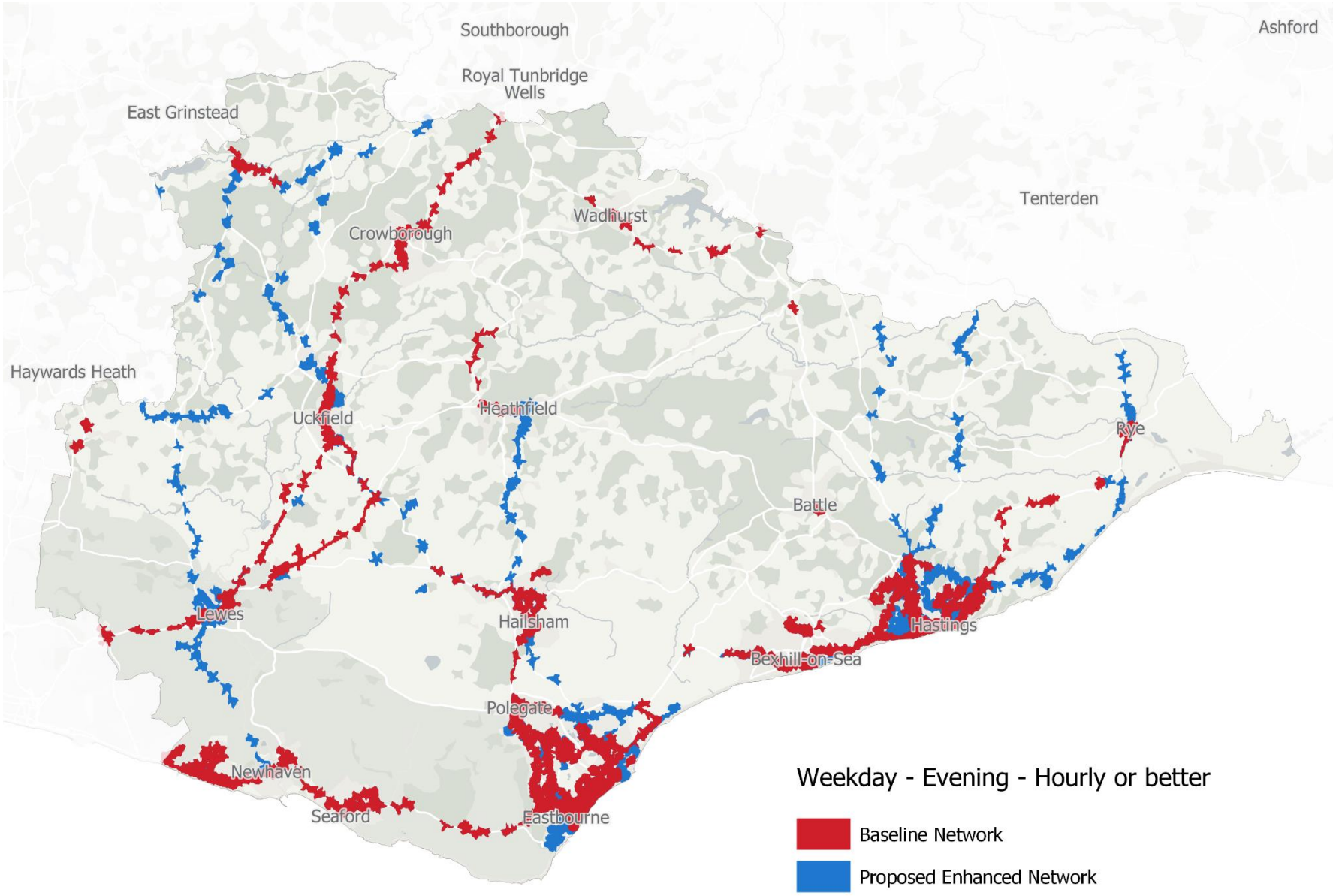
Appendix Figure 56 - Bus Service Accessibility–Baseline and Enhanced-Weekday-AM Peak–Access to a Two Hourly Or Better Service



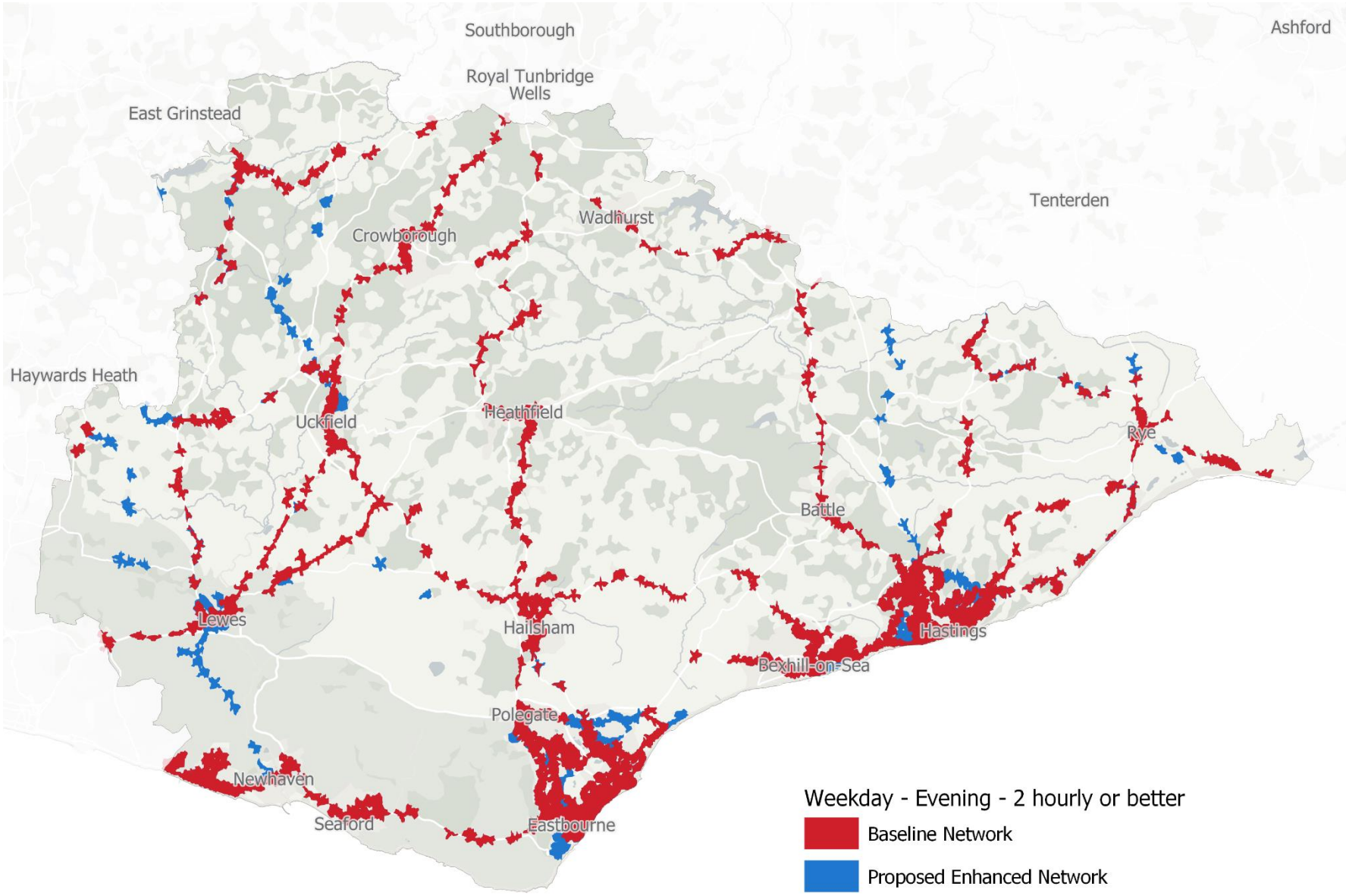
Appendix Figure 57 - Bus Service Accessibility–Baseline and Enhanced-Weekday Evening–Access to a Half-Hourly Or Better Service



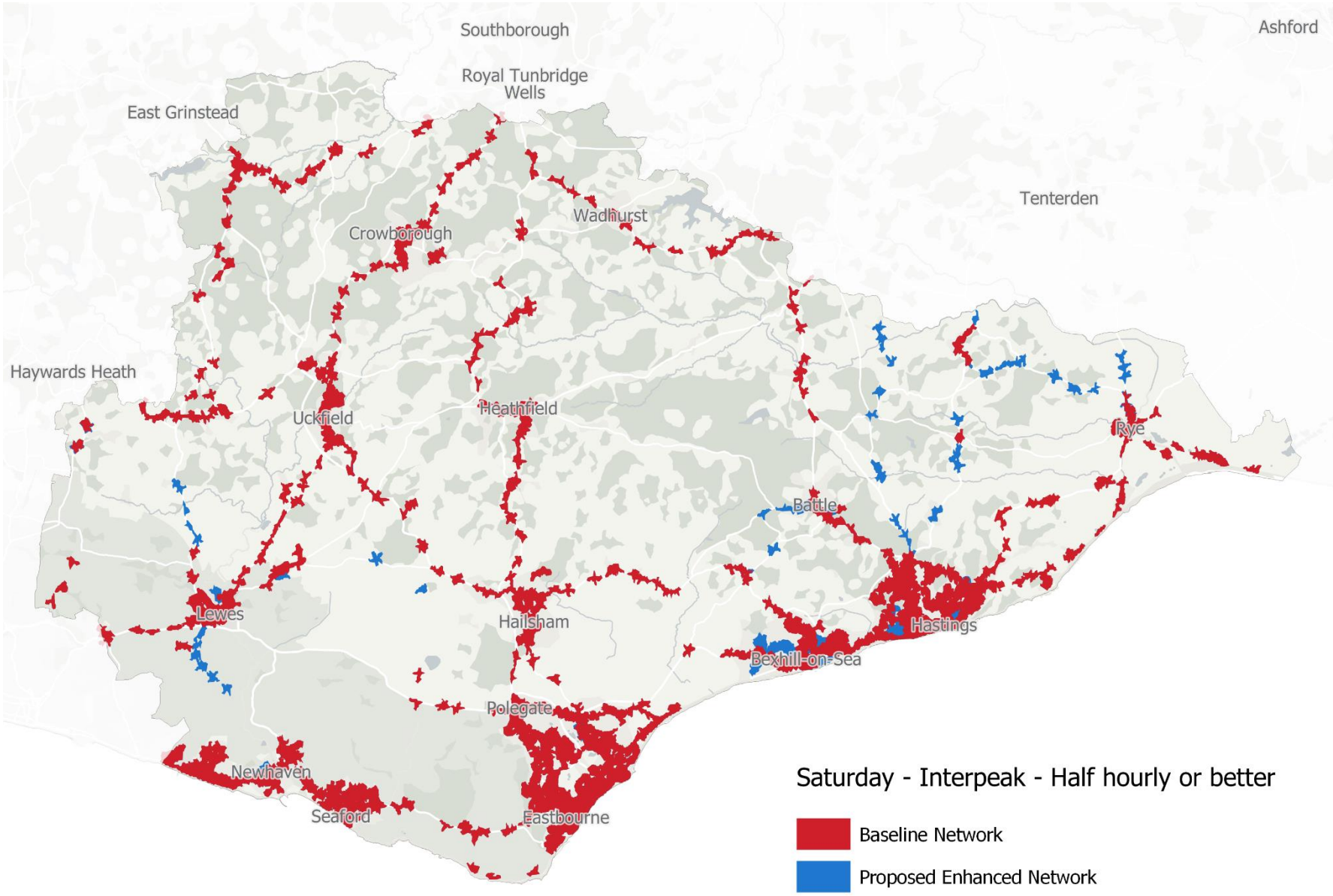
Appendix Figure 58 - Bus Service Accessibility–Baseline and Enhanced-Weekday Evening–Access to a Hourly Or Better Service



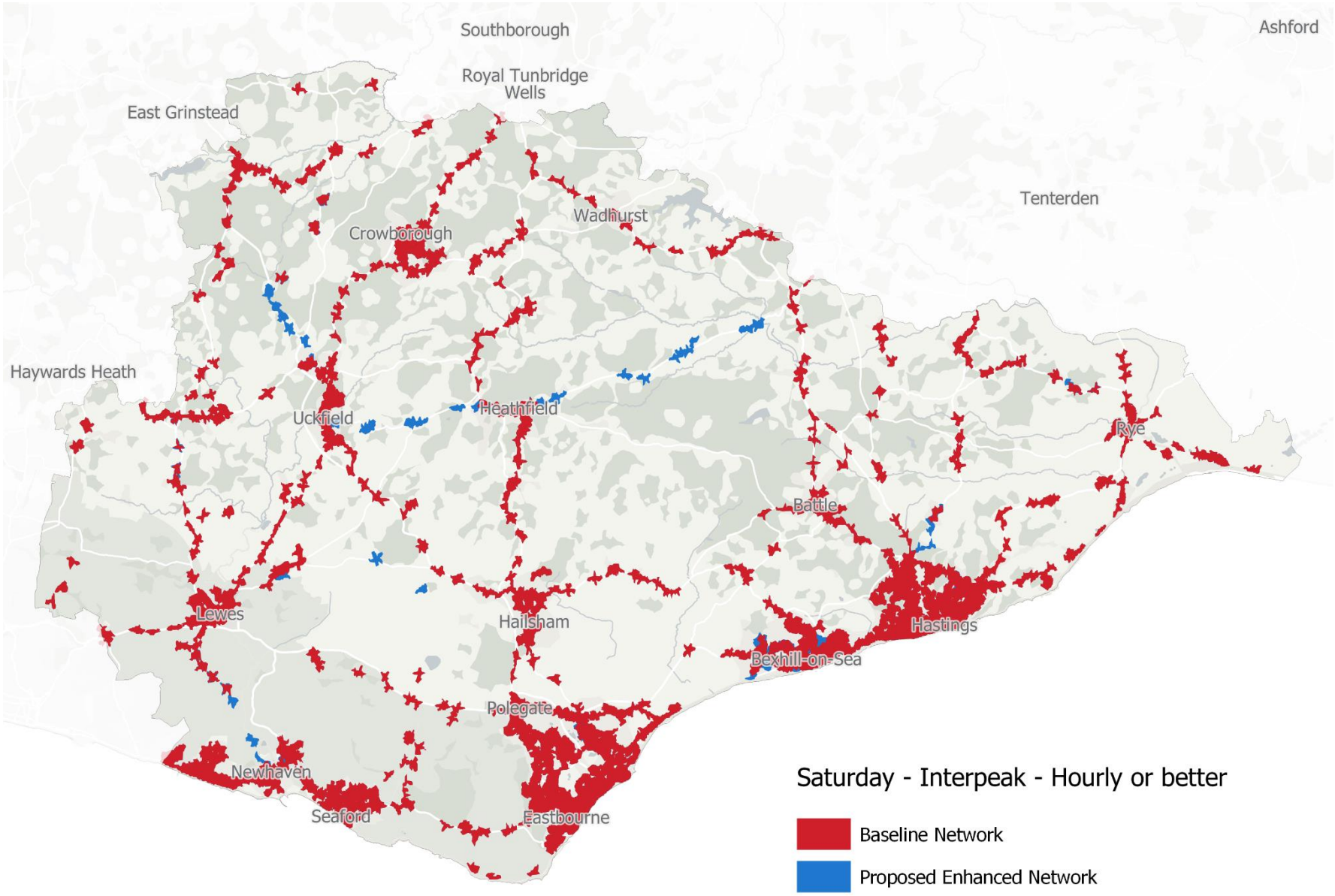
Appendix Figure 59 - Bus Service Accessibility–Baseline and Enhanced-Weekday Evening–Access to a Two Hourly Or Better Service



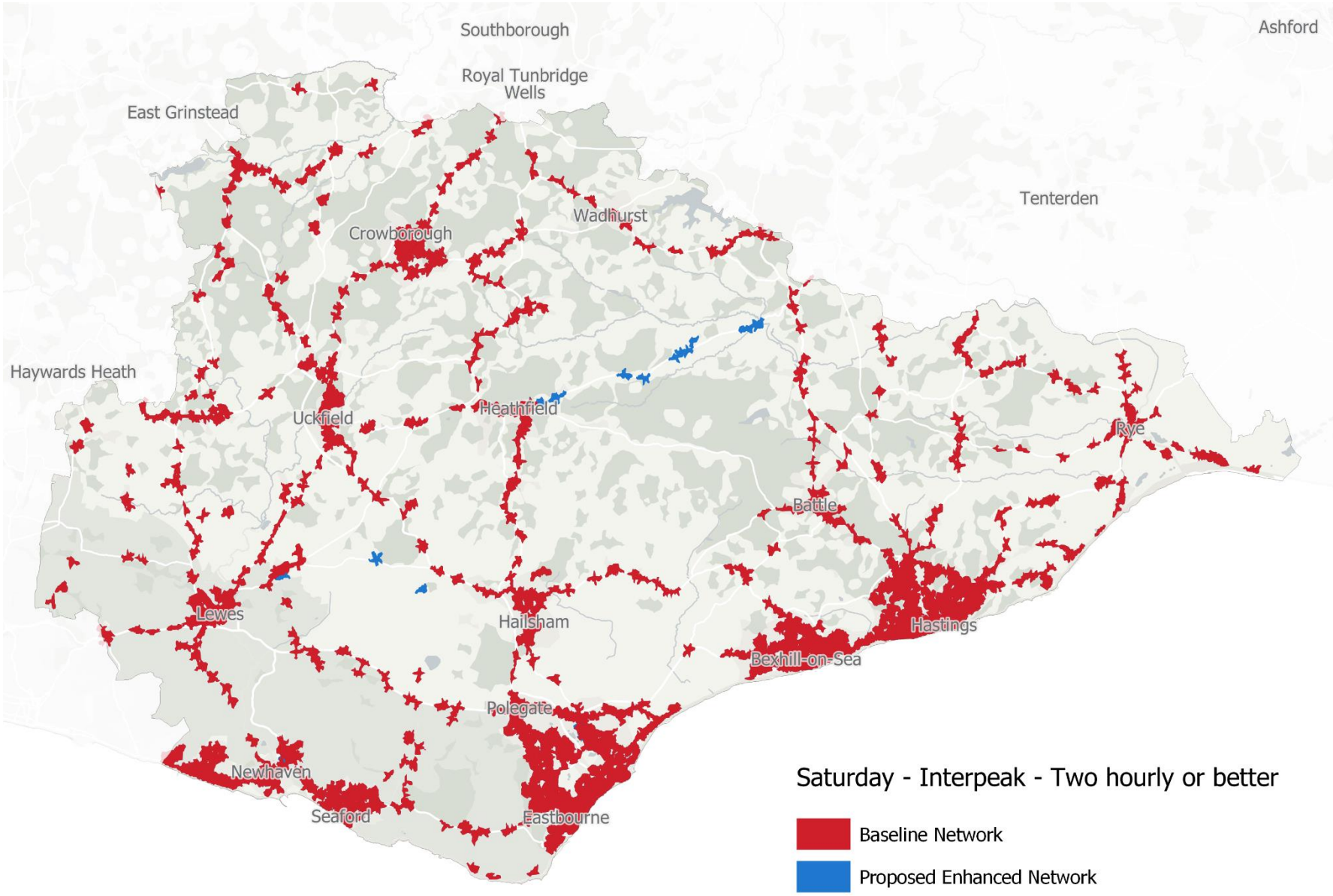
Appendix Figure 60 -Bus Service Accessibility–Baseline and Enhanced-Saturday Interpeak–Access to a Half-Hourly Or Better Service



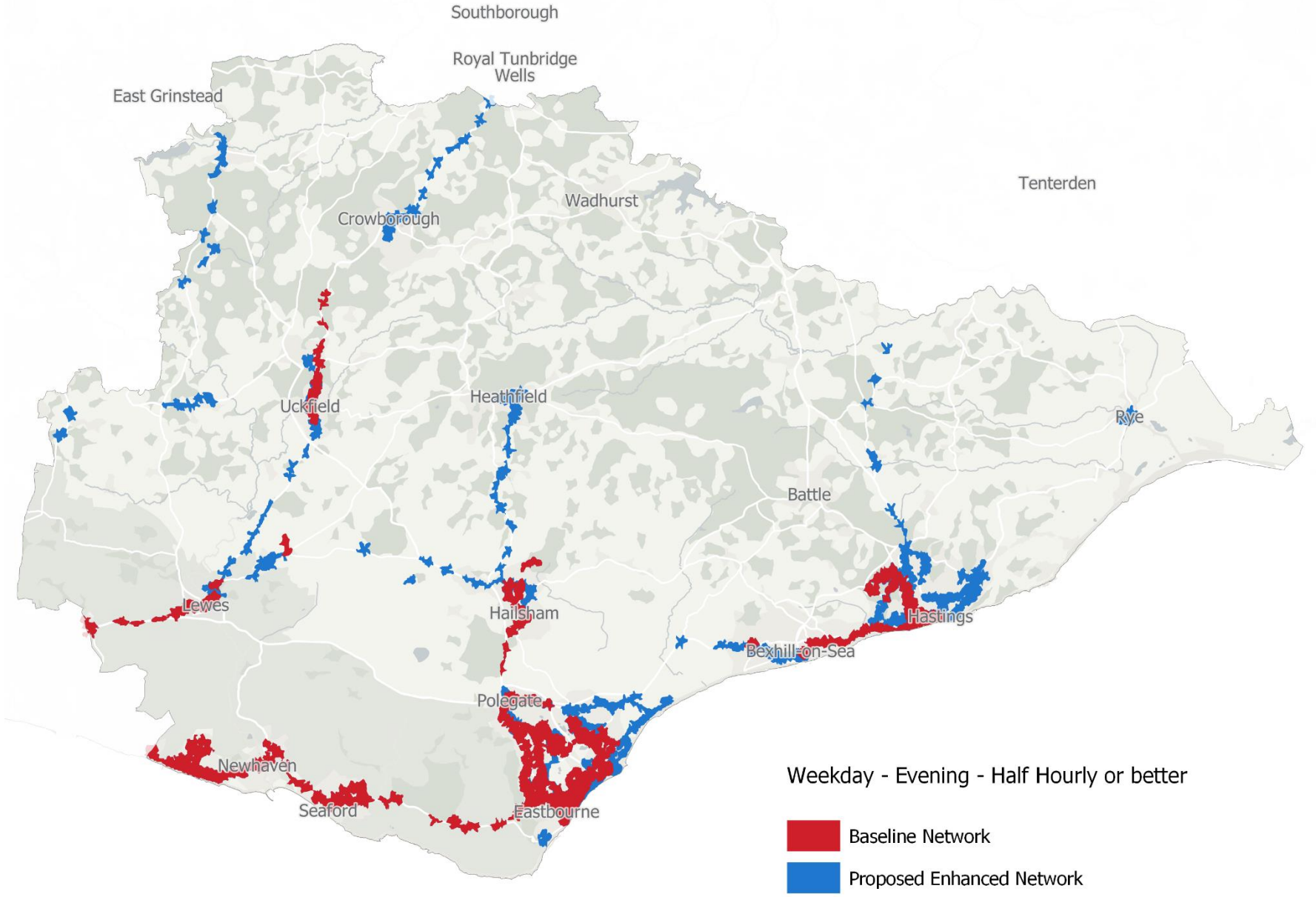
Appendix Figure 61 -Bus Service Accessibility–Baseline and Enhanced-Saturday Interpeak–Access to a Hourly Or Better Service



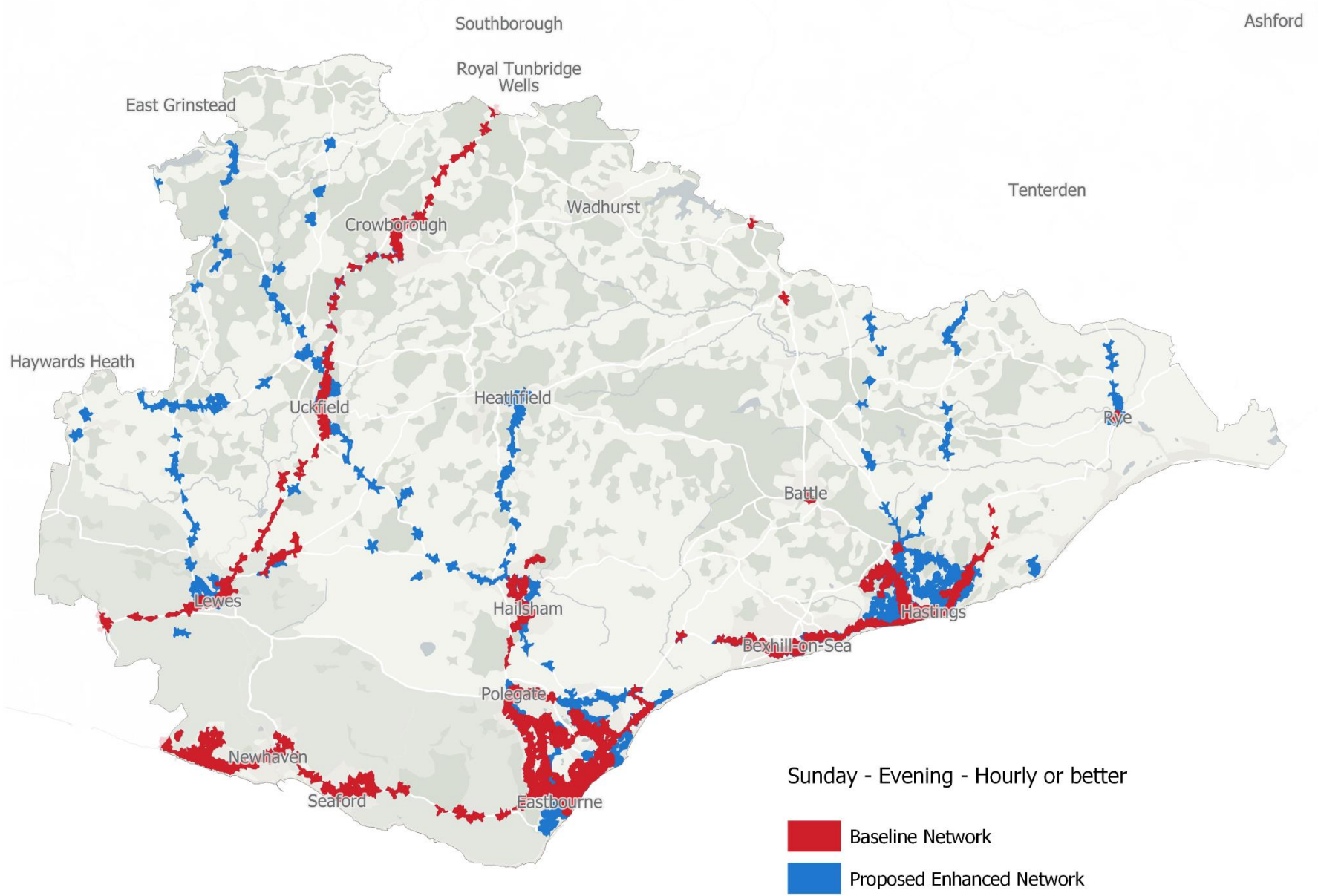
Appendix Figure 62 -Bus Service Accessibility–Baseline and Enhanced-Saturday Interpeak–Access to a Two Hourly Or Better Service



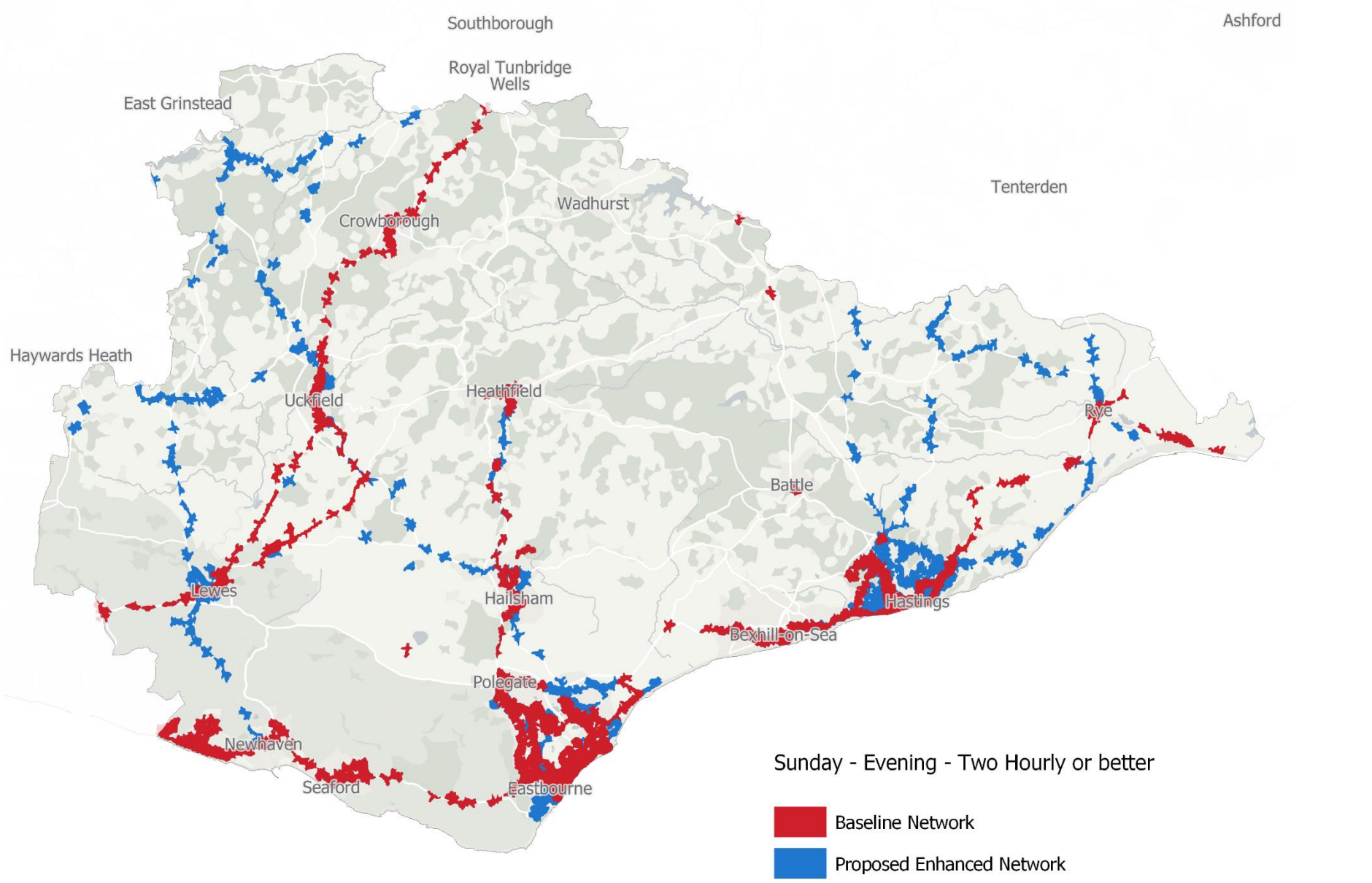
Appendix Figure 63 -Bus Service Accessibility–Baseline and Enhanced-Sunday Evening–Access to a Half-Hourly Or Better Service



Appendix Figure 64-Bus Service Accessibility–Baseline and Enhanced-Sunday Evening–Access to a Hourly Or Better Service



Appendix Figure 65-Bus Service Accessibility–Baseline and Enhanced-Sunday Evening–Access to a Two Hourly Or Better Service



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County Council

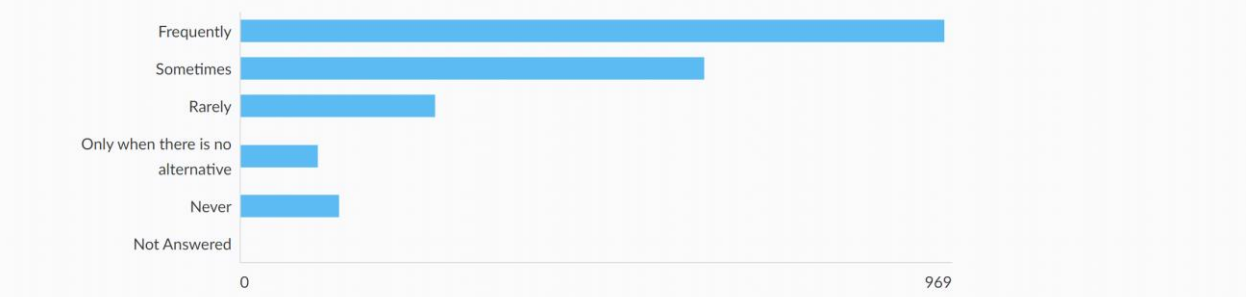
APPENDIX G - ENGAGEMENT RESULTS

Appendix Table 17 - Bus Service Improvement Plan Survey - Questions and completion ratio

1.	How often do you use bus services in East Sussex?	2,114	100%
2.	What journeys do you currently use the bus for?	1,948	92%
3.	For your current bus travel, how do you find out times of your bus?	1,958	92%
4.	What journeys would you like to use a bus for?	2,056	97%
5.	If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?	2,076	98%
6.	What (if anything) stops you from using the bus more/at all?	2,078	98%
7.	What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?	2,092	98%
8.	If you would like to make suggestions for improvements to an existing bus service or propose a new one or any other specific suggestions on bus services.	1,461	69%
9.	Do you have any general comments or suggestions on how bus use could be improved?	1,153	55%
10.	Do you hold a bus pass for free travel?	2,114	100%
11.	Which of the following best describes you?	2,055	97%
12.	Are you completing this questionnaire as?	2,069	98%
13.	What is your age?	2,071	98%

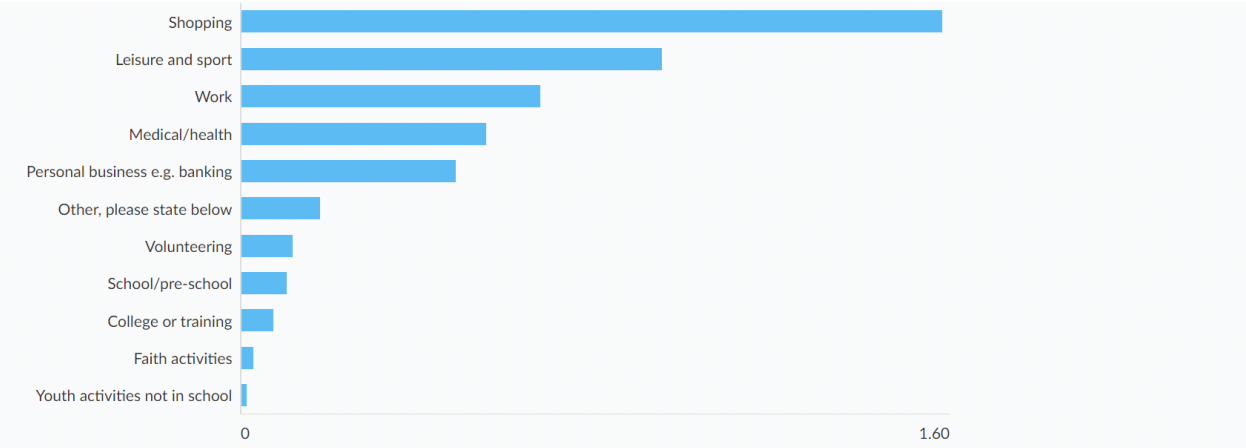
Total number of responses: 2,114

Appendix Figure 66 - Question 1: How often do you use bus services in East Sussex?



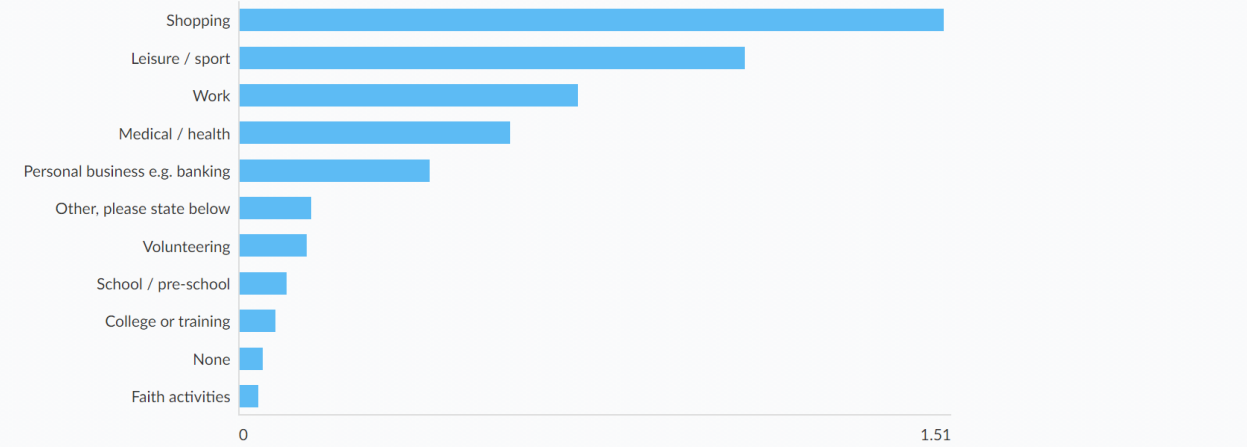
Option	Total	Percent
Frequently	969	45.84%
Sometimes	638	30.18%
Rarely	267	12.63%
Only when there is no alternative	105	4.97%
Never	135	6.39%
Not Answered	0	0.00%

Appendix Figure 67 - Question 2: What journeys do you currently use the bus for?



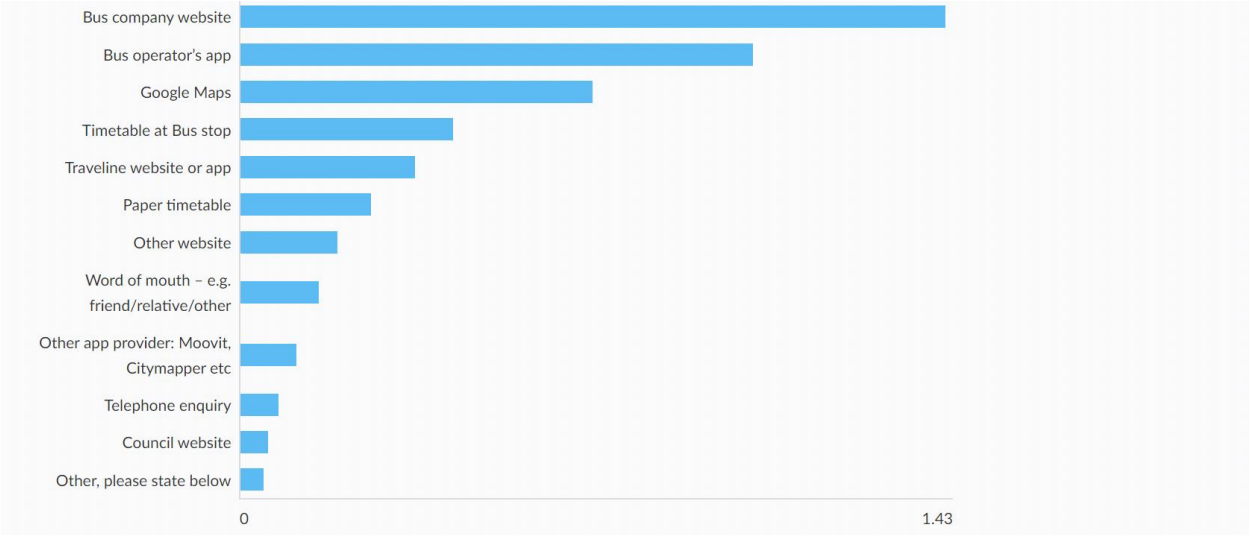
Item	Ranking
Shopping	1.60
Leisure and sport	0.96
Work	0.68
Medical/health	0.56
Personal business e.g. banking	0.49
Other, please state below	0.18
Volunteering	0.12
School/pre-school	0.10
College or training	0.07
Faith activities	0.03
Youth activities not in school	0.01

Appendix Figure 68 - Question 4: What journeys would you like to use a bus for?



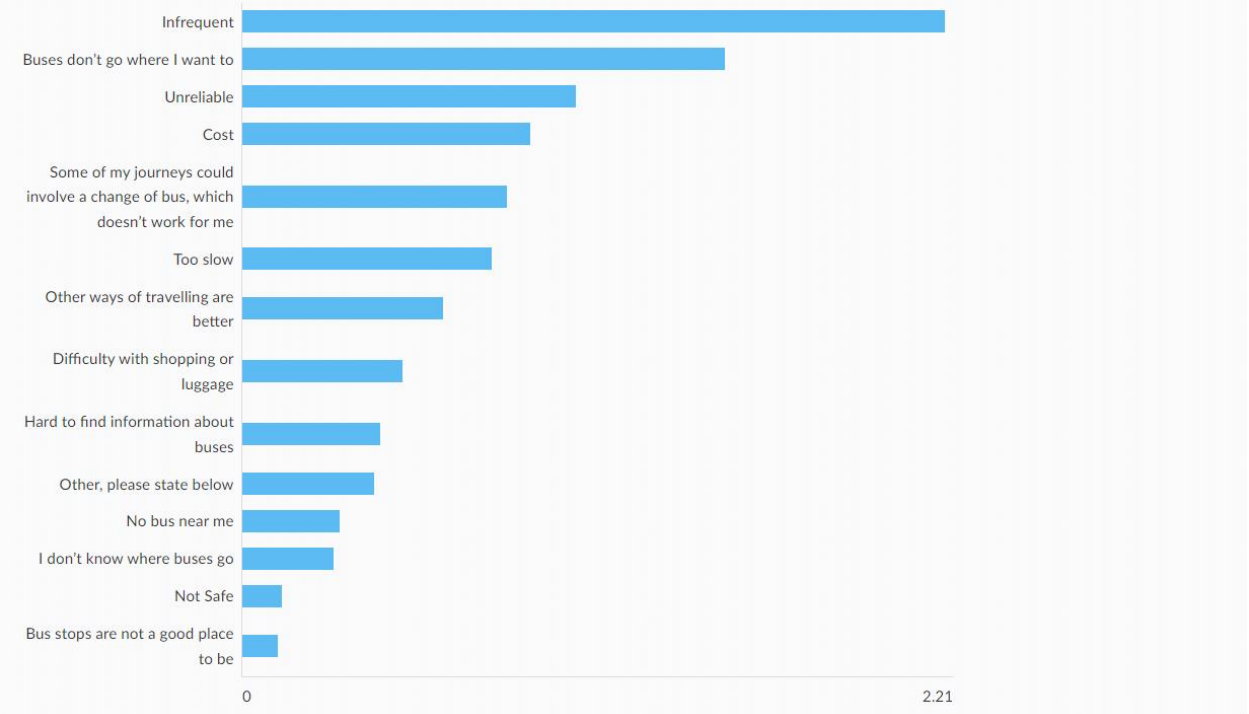
Item	Ranking
Shopping	1.51
Leisure / sport	1.08
Work	0.72
Medical / health	0.58
Personal business e.g. banking	0.41
Other, please state below	0.15
Volunteering	0.14
School / pre-school	0.10
College or training	0.08
None	0.05
Faith activities	0.04

Appendix Figure 69 - Question 5: If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?



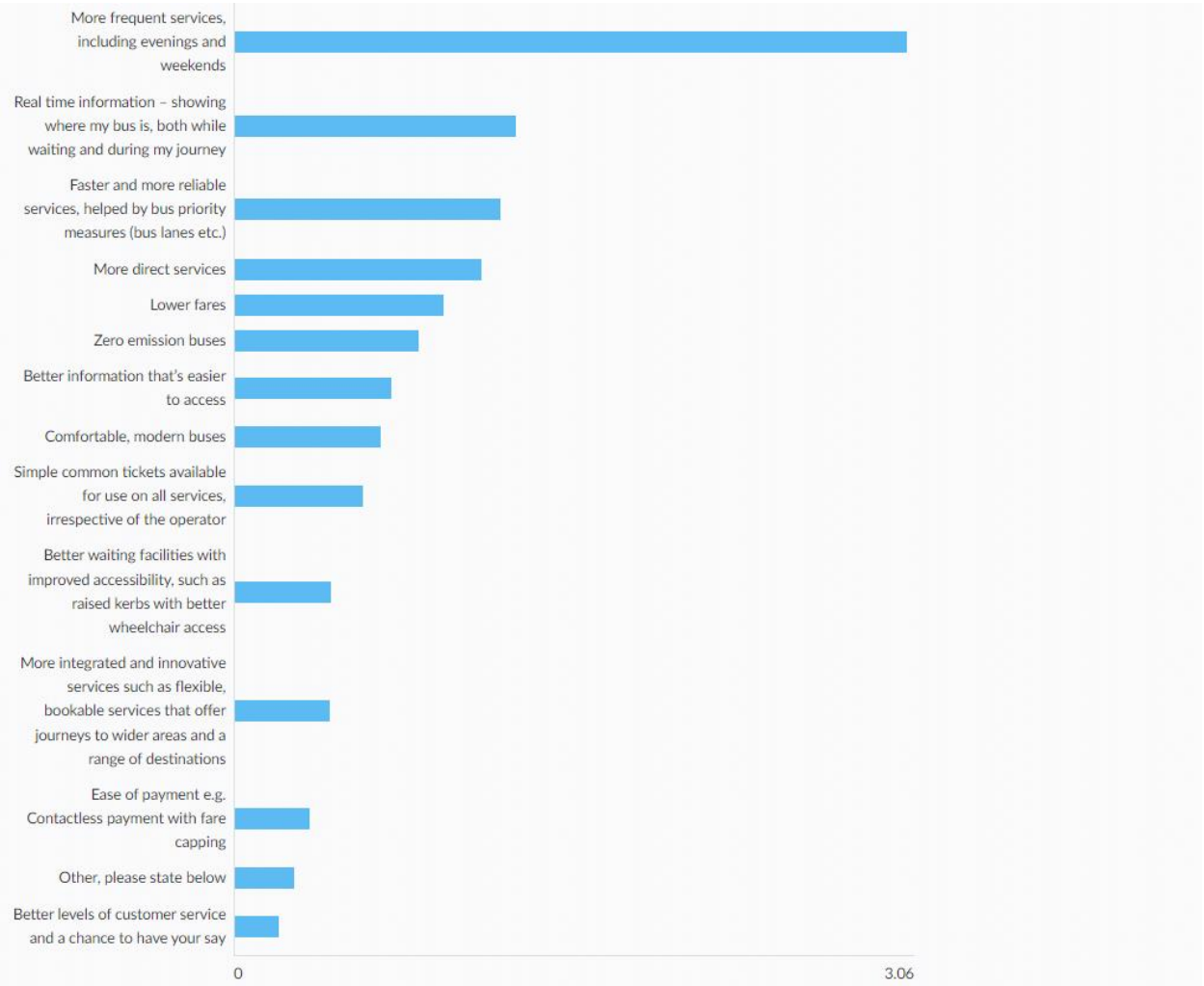
Item	Ranking
Bus company website	1.43
Bus operator's app	1.04
Google Maps	0.71
Timetable at Bus stop	0.43
Traveline website or app	0.35
Paper timetable	0.26
Other website	0.20
Word of mouth – e.g. friend/relative/other	0.16
Other app provider: Moovit, Citymapper etc	0.11
Telephone enquiry	0.08
Council website	0.05
Other, please state below	0.05

Appendix Figure 70 - Question 6: What (if anything) stops you from using the bus more/at all?



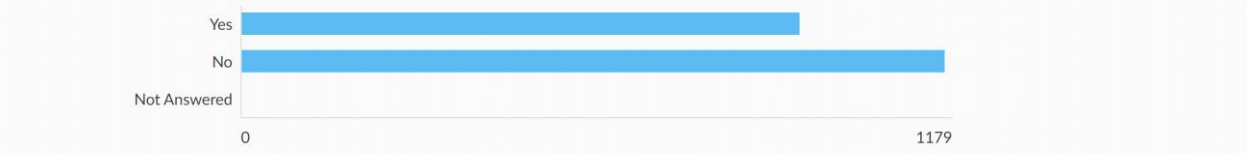
Item	Ranking
Infrequent	2.21
Buses don't go where I want to	1.51
Unreliable	1.05
Cost	0.90
Some of my journeys could involve a change of bus, which doesn't work for me	0.83
Too slow	0.78
Other ways of travelling are better	0.63
Difficulty with shopping or luggage	0.50
Hard to find information about buses	0.43
Other, please state below	0.41
No bus near me	0.30
I don't know where buses go	0.28
Not Safe	0.12
Bus stops are not a good place to be	0.11

Appendix Figure 71 - Question 7: What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?



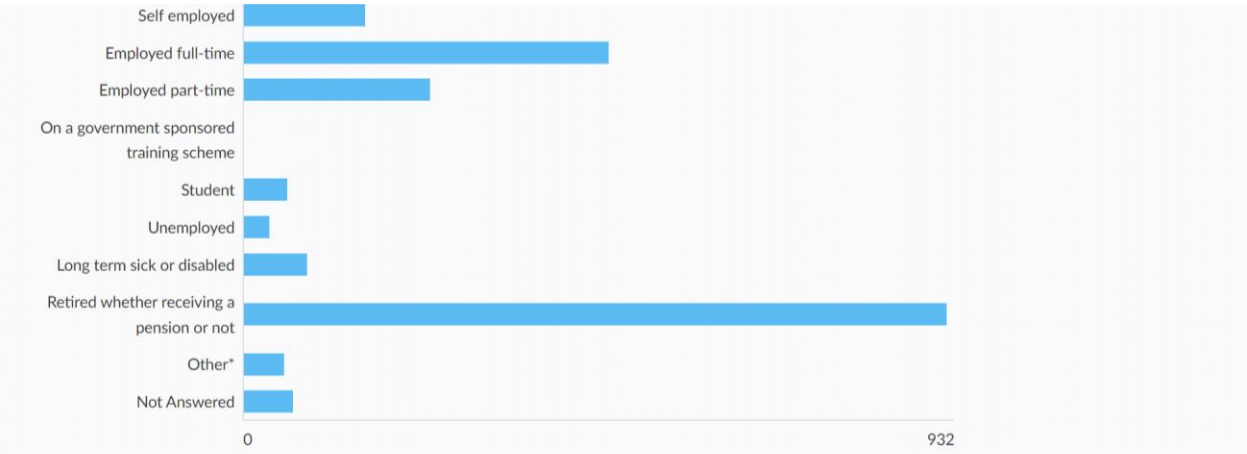
Item	Ranking
More frequent services, including evenings and weekends	3.06
Real time information – showing where my bus is, both while waiting and during my journey	1.28
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	1.21
More direct services	1.12
Lower fares	0.95
Zero emission buses	0.84
Better information that's easier to access	0.71
Comfortable, modern buses	0.66
Simple common tickets available for use on all services, irrespective of the operator	0.58
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	0.44
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	0.43
Ease of payment e.g. Contactless payment with fare capping	0.34
Other, please state below	0.27
Better levels of customer service and a chance to have your say	0.20

Appendix Figure 72 - Question 10: Do you hold a bus pass for free travel?



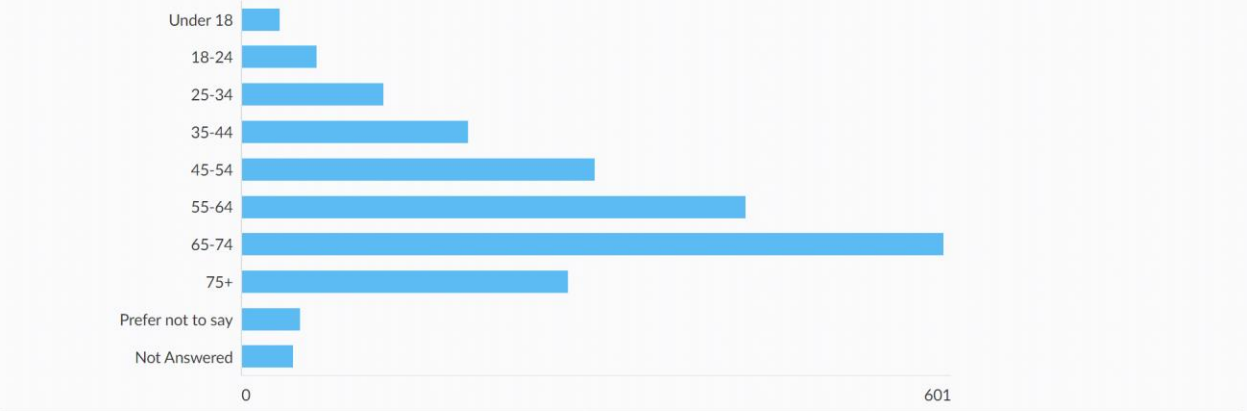
Option	Total	Percent
Yes	935	44.23%
No	1179	55.77%

Appendix Figure 73 - Question 11: Which of the following best describes you?



Option	Total	Percent
Self employed	160	7.57%
Employed full-time	483	22.85%
Employed part-time	247	11.68%
On a government sponsored training scheme	0	0.00%
Student	57	2.70%
Unemployed	34	1.61%
Long term sick or disabled	84	3.97%
Retired whether receiving a pension or not	932	44.09%
Other*	52	2.46%
Not Answered	65	3.07%

Appendix Figure 74 - Question 13: What is your age?



Option	Total	Percent
Under 18	32	1.51%
18-24	63	2.98%
25-34	121	5.72%
35-44	193	9.13%
45-54	302	14.29%
55-64	431	20.39%
65-74	601	28.43%
75+	279	13.20%
Prefer not to say	49	2.32%
Not Answered	43	2.03%

CROSS TABULATIONS

Bus Pass Cross Tabulation

Appendix Table 18 - Bus Pass Cross Tabulation - Do you hold a bus pass for free travel? – YES - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**657**	**21%**
Real time information – showing where my bus is, both while waiting and during my journey	457	14%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	325	10%
More direct services	304	10%
Comfortable, modern buses	239	7%
Zero emission buses	237	7%
Better information that's easier to access	224	7%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	199	6%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	157	5%
Simple common tickets available for use on all services, irrespective of the operator	118	4%
Lower fares	85	3%
Better levels of customer service and a chance to have your say	75	2%
Other	66	2%
Ease of payment e.g. Contactless payment with fare capping	48	2%
	3,191	

Appendix Table 19 - Bus Pass Cross Tabulation - Do you hold a bus pass for free travel? - NO - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**673**	**18%**
Cost	497	14%
Buses don't go where I want to	464	13%
Unreliable	394	11%
Too slow	329	9%
Some of my journeys could involve a change of bus, which doesn't work for me	276	8%
Other ways of travelling are better	271	7%
Difficulty with shopping or luggage	163	4%
Hard to find information about buses	153	4%
Other	145	4%
No bus near me	103	3%
I don't know where buses go	93	3%
Bus stops are not a good place to be	47	1%
Not Safe	43	1%
	3,651	

Appendix Table 20 - Bus Pass Cross Tabulation - Do you hold a bus pass for free travel? - YES - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**498**	**21%**
Buses don't go where I want to	**345**	15%
Unreliable	265	11%
Some of my journeys could involve a change of bus, which doesn't work for me	235	10%
Difficulty with shopping or luggage	201	8%
Other ways of travelling are better	187	8%
Too slow	155	7%
Hard to find information about buses	113	5%
Other	104	4%
I don't know where buses go	78	3%
No bus near me	76	3%
Cost	58	2%
Bus stops are not a good place to be	32	1%
Not Safe	29	1%
	2,376	

Appendix Table 21 - Bus Pass Cross Tabulation - Do you hold a bus pass for free travel? - NO - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**816**	**18%**
Lower fares	518	12%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	445	10%
Real time information – showing where my bus is, both while waiting and during my journey	437	10%
More direct services	409	9%
Simple common tickets available for use on all services, irrespective of the operator	364	8%
Zero emission buses	296	7%
Ease of payment e.g. Contactless payment with fare capping	211	5%
Comfortable, modern buses	210	5%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	194	4%
Better information that's easier to access	184	4%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	144	3%
Other	105	2%
Better levels of customer service and a chance to have your say	82	2%
	4,415	

Age Cross Tabulation

Appendix Table 22 - Age Cross Tabulation - What is your age? 0-34 - If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?

	Total	
Bus operator's app	**111**	**27%**
Google Maps	**94**	**23%**
Bus company website	**88**	**21%**
Timetable at Bus stop	42	10%
Traveline website or app	17	4%
Paper timetable	16	4%
Other app provider: Moovit, Citymapper etc	13	3%
Other website	12	3%
Word of mouth – e.g. friend/relative/other	10	2%
Other	5	1%
Telephone enquiry	2	0%
Council website	1	0%
	411	

Appendix Table 23 - Age Cross Tabulation - What is your age? 35 – 64 - If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?

	Total	
Bus company website	**562**	**27%**
Bus operator's app	**445**	**21%**
Google Maps	328	16%
Timetable at Bus stop	221	11%
Traveline website or app	164	8%
Other website	104	5%
Word of mouth – e.g. friend/relative/other	83	4%
Paper timetable	77	4%
Other app provider: Moovit, Citymapper etc	46	2%
Council website	26	1%
Other	25	1%
Telephone enquiry	23	1%
	2,104	

Appendix Table 24 - Age Cross Tabulation - What is your age? 65+ - If you needed to get to somewhere you do not normally visit and were using the bus, how would you find out details of what was available / planning your journey by bus?

	Total	
Bus company website	**549**	**28%**
Bus operator's app	266	14%
Timetable at Bus stop	236	12%
Paper timetable	193	10%
Google Maps	183	9%
Traveline website or app	164	8%
Other website	103	5%
Word of mouth – e.g. friend/relative/other	95	5%
Telephone enquiry	68	3%
Other app provider: Moovit, Citymapper etc	50	3%
Council website	35	2%
Other	20	1%
	1,962	

Appendix Table 25 - Age Cross Tabulation - What is your age? - 0-34 - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**113**	**18%**
Unreliable	90	14%
Cost	88	14%
Buses don't go where I want to	81	13%
Too slow	67	11%
Some of my journeys could involve a change of bus, which doesn't work for me	49	8%
Other ways of travelling are better	40	6%
Other	27	4%
Difficulty with shopping or luggage	20	3%
Hard to find information about buses	16	3%
No bus near me	16	3%
Bus stops are not a good place to be	11	2%
I don't know where buses go	8	1%
Not Safe	5	1%
	631	

Appendix Table 26 - Age Cross Tabulation - What is your age? - 35 – 64 - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**507**	**18%**
Cost	**370**	**13%**
Buses don't go where I want to	365	13%
Unreliable	300	11%
Too slow	231	8%
Some of my journeys could involve a change of bus, which doesn't work for me	230	8%
Other ways of travelling are better	210	7%
Difficulty with shopping or luggage	141	5%
Hard to find information about buses	123	4%
Other	112	4%
No bus near me	79	3%
I don't know where buses go	72	3%
Not Safe	35	1%
Bus stops are not a good place to be	34	1%
	2,809	

Appendix Table 27 - Age Cross Tabulation - What is your age? - 65+ - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**476**	**21%**
Buses don't go where I want to	315	14%
Unreliable	227	10%
Some of my journeys could involve a change of bus, which doesn't work for me	206	9%
Difficulty with shopping or luggage	189	8%
Other ways of travelling are better	184	8%
Too slow	152	7%
Hard to find information about buses	113	5%
Other	98	4%
I don't know where buses go	81	4%
No bus near me	74	3%
Cost	**58**	**3%**
Bus stops are not a good place to be	28	1%
Not Safe	25	1%
	2,226	

Appendix Table 28 - Age Cross Tabulation - What is your age? 0-34 - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**143**	**19%**
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	**95**	**13%**
Lower fares	**95**	**13%**
Real time information – showing where my bus is, both while waiting and during my journey	**74**	**10%**
More direct services	**62**	**8%**
Simple common tickets available for use on all services, irrespective of the operator	52	7%
Comfortable, modern buses	43	6%
Zero emission buses	42	6%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	29	4%
Ease of payment e.g. Contactless payment with fare capping	28	4%
Better information that's easier to access	24	3%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	24	3%
Better levels of customer service and a chance to have your say	16	2%
Other	15	2%
	742	

Appendix Table 29 - Age Cross Tabulation - What is your age? 35 – 64 - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**631**	**18%**
Lower fares	**385**	**11%**
Real time information – showing where my bus is, both while waiting and during my journey	**342**	**10%**
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	**338**	**10%**
More direct services	315	9%
Simple common tickets available for use on all services, irrespective of the operator	275	8%
Zero emission buses	232	7%
Comfortable, modern buses	164	5%
Ease of payment e.g. Contactless payment with fare capping	162	5%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	159	5%
Better information that's easier to access	149	4%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	134	4%
Other	80	2%
Better levels of customer service and a chance to have your say	68	2%
	3,434	

Appendix Table 30 - What is your age? 65+ - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**609**	**20%**
Real time information – showing where my bus is, both while waiting and during my journey	**430**	**14%**
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	**293**	**10%**
More direct services	**286**	**10%**
Zero emission buses	233	8%
Better information that's easier to access	211	7%
Comfortable, modern buses	210	7%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	163	5%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	152	5%
Simple common tickets available for use on all services, irrespective of the operator	125	4%
Lower fares	79	3%
Other	64	2%
Better levels of customer service and a chance to have your say	61	2%
Ease of payment e.g. Contactless payment with fare capping	59	2%
	2,975	

Bus Use Cross Tabulation

Appendix Table 31 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Frequently - What journeys would you like to use a bus for?

	Total	
Shopping	**662**	**29%**
Leisure / sport	**472**	**20%**
Work	**340**	**15%**
Medical / health	**329**	**14%**
Personal business e.g. banking	221	10%
Other	81	4%
Volunteering	75	3%
College or training	46	2%
School / pre-school	44	2%
Faith activities	23	1%
None	12	1%
	2,305	

Appendix Table 32 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Sometimes - What journeys would you like to use a bus for?

	Total	
Shopping	**444**	**30%**
Leisure / sport	**362**	**24%**
Medical / health	**224**	**15%**
Personal business e.g. banking	153	10%
Work	141	9%
Other	59	4%
Volunteering	52	3%
School / pre-school	21	1%
Faith activities	18	1%
College or training	16	1%
None	8	1%
	1,498	

Appendix Table 33 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Rarely - What journeys would you like to use a bus for?

	Total	
Shopping	**173**	**30%**
Leisure / sport	**150**	**26%**
Medical / health	**73**	**13%**
Work	62	11%
Personal business e.g. banking	53	9%
Volunteering	24	4%
Other	23	4%
School / pre-school	11	2%
College or training	7	1%
None	5	1%
Faith activities	2	0%
	583	

Appendix Table 34 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - No alternative - What journeys would you like to use a bus for?

	Total	
Shopping	**59**	**27%**
Leisure / sport	**44**	**20%**
Work	**33**	**15%**
Personal business e.g. banking	**30**	**14%**
Medical / health	25	12%
Other	7	3%
None	6	3%
Volunteering	5	2%
School / pre-school	4	2%
College or training	2	1%
Faith activities	1	0%
	216	

Appendix Table 35 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Never - What journeys would you like to use a bus for?

	Total	
Shopping	**73**	**28%**
Leisure / sport	**57**	**22%**
Medical / health	**37**	**14%**
Personal business e.g. banking	27	10%
Work	23	9%
Other	10	4%
Volunteering	9	3%
None	8	3%
School / pre-school	6	2%
College or training	6	2%
Faith activities	2	1%
	258	

Appendix Table 36 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? – Frequently - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**501**	**20%**
Buses don't go where I want to	**364**	**14%**
Unreliable	**334**	**13%**
Some of my journeys could involve a change of bus, which doesn't work for me	251	10%
Cost	226	9%
Too slow	180	7%
Difficulty with shopping or luggage	159	6%
Other ways of travelling are better	130	5%
Hard to find information about buses	105	4%
Other	98	4%
I don't know where buses go	54	2%
Bus stops are not a good place to be	45	2%
No bus near me	44	2%
Not Safe	29	1%
	2,520	

Appendix Table 37 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Sometimes - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**377**	**20%**
Buses don't go where I want to	**267**	**14%**
Unreliable	**179**	**10%**
Some of my journeys could involve a change of bus, which doesn't work for me	157	8%
Cost	148	8%
Other ways of travelling are better	146	8%
Too slow	144	8%
Difficulty with shopping or luggage	120	6%
Hard to find information about buses	87	5%
Other	87	5%
No bus near me	62	3%
I don't know where buses go	53	3%
Bus stops are not a good place to be	17	1%
Not Safe	13	1%
	1,857	

Appendix Table 38 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Rarely - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**157**	**19%**
Buses don't go where I want to	**95**	**12%**
Cost	**84**	**10%**
Other ways of travelling are better	**83**	**10%**
Too slow	77	9%
Unreliable	68	8%
Some of my journeys could involve a change of bus, which doesn't work for me	56	7%
Difficulty with shopping or luggage	48	6%
Other	35	4%
Hard to find information about buses	34	4%
I don't know where buses go	33	4%
No bus near me	26	3%
Not Safe	13	2%
Bus stops are not a good place to be	5	1%
	814	

Appendix Table 39 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - No alternative - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**62**	**17%**
Cost	**48**	**13%**
Unreliable	**47**	**13%**
Other ways of travelling are better	**47**	**13%**
Buses don't go where I want to	38	10%
Too slow	38	10%
Some of my journeys could involve a change of bus, which doesn't work for me	26	7%
Difficulty with shopping or luggage	15	4%
Hard to find information about buses	12	3%
Other	12	3%
Not Safe	10	3%
I don't know where buses go	7	2%
No bus near me	5	1%
Bus stops are not a good place to be	5	1%
	372	

Appendix Table 40 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Never - What (if anything) stops you from using the bus more/at all?

	Total	
Infrequent	**74**	**16%**
Other ways of travelling are better	**52**	**11%**
Cost	**49**	**11%**
Buses don't go where I want to	**45**	**10%**
Too slow	**45**	**10%**
No bus near me	42	9%
Unreliable	31	7%
Hard to find information about buses	28	6%
I don't know where buses go	24	5%
Difficulty with shopping or luggage	22	5%
Some of my journeys could involve a change of bus, which doesn't work for me	21	5%
Other	17	4%
Not Safe	7	2%
Bus stops are not a good place to be	7	2%
	464	

Appendix Table 41 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Frequently - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**723**	**20%**
Real time information – showing where my bus is, both while waiting and during my journey	**451**	**13%**
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	**403**	**11%**
More direct services	319	9%
Lower fares	262	7%
Comfortable, modern buses	251	7%
Zero emission buses	238	7%
Simple common tickets available for use on all services, irrespective of the operator	208	6%
Better information that's easier to access	182	5%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	173	5%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	134	4%
Better levels of customer service and a chance to have your say	94	3%
Ease of payment e.g. Contactless payment with fare capping	66	2%
Other	65	2%
	3,569	

Appendix Table 42 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? – Sometimes - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**434**	**19%**
Real time information – showing where my bus is, both while waiting and during my journey	**259**	**12%**
More direct services	**223**	**10%**
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	212	9%
Zero emission buses	161	7%
Lower fares	160	7%
Simple common tickets available for use on all services, irrespective of the operator	136	6%
Better information that's easier to access	125	6%
Comfortable, modern buses	123	5%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	115	5%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	113	5%
Ease of payment e.g. Contactless payment with fare capping	88	4%
Other	50	2%
Better levels of customer service and a chance to have your say	40	2%
	2,239	

Appendix Table 43 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - Rarely - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**166**	**18%**
Real time information – showing where my bus is, both while waiting and during my journey	**103**	**11%**
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	**91**	**10%**
More direct services	83	9%
Lower fares	82	9%
Zero emission buses	77	8%
Simple common tickets available for use on all services, irrespective of the operator	76	8%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	60	6%
Better information that's easier to access	59	6%
Ease of payment e.g. Contactless payment with fare capping	44	5%
Comfortable, modern buses	39	4%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	27	3%
Other	26	3%
Better levels of customer service and a chance to have your say	8	1%
	941	

Appendix Table 44 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? - No alternative - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**65**	**17%**
Lower fares	**51**	**13%**
More direct services	**39**	**10%**
Real time information – showing where my bus is, both while waiting and during my journey	**38**	**10%**
Simple common tickets available for use on all services, irrespective of the operator	31	8%
Ease of payment e.g. Contactless payment with fare capping	27	7%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	26	7%
Zero emission buses	21	6%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	19	5%
Comfortable, modern buses	16	4%
Better information that's easier to access	14	4%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	14	4%
Other	13	3%
Better levels of customer service and a chance to have your say	7	2%
	381	

Appendix Table 45 - Bus Use Cross Tabulation - How often do you use bus services in East Sussex? – Never - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

	Total	
More frequent services, including evenings and weekends	**85**	**18%**
More direct services	**49**	**10%**
Lower fares	**48**	**10%**
Real time information – showing where my bus is, both while waiting and during my journey	43	9%
Faster and more reliable services, helped by bus priority measures (bus lanes etc.)	38	8%
Zero emission buses	36	8%
Ease of payment e.g. Contactless payment with fare capping	34	7%
Simple common tickets available for use on all services, irrespective of the operator	31	7%
Better information that's easier to access	28	6%
More integrated and innovative services such as flexible, bookable services that offer journeys to wider areas and a range of destinations	23	5%
Comfortable, modern buses	20	4%
Other	17	4%
Better waiting facilities with improved accessibility, such as raised kerbs with better wheelchair access	16	3%
Better levels of customer service and a chance to have your say	8	2%
	476	

Employment Cross Tabulations

Appendix Table 46 - Employment Cross Tabulations - Which of the following best describes you? Employed full-time/part-time/self - What journeys would you like to use a bus for?

	Total	
Shopping	**532**	**26%**
Work	**501**	**25%**
Leisure / sport	**430**	**21%**
Medical / health	177	9%
Personal business e.g. banking	153	8%
Other	70	3%
School / pre-school	58	3%
Volunteering	42	2%
College or training	28	1%
None	26	1%
Faith activities	13	1%
	2,030	

Appendix Table 47 - Employment Cross Tabulations - Which of the following best describes you? Unemployed - What journeys would you like to use a bus for?

	Total	
Shopping	**24**	**29%**
Leisure / sport	**16**	**19%**
Work	**14**	**17%**
Medical / health	11	13%
Personal business e.g. banking	8	10%
Volunteering	3	4%
Other	3	4%
School / pre-school	2	2%
College or training	2	2%
None	0	0%
Faith activities	0	0%
	83	

Appendix Table 48 - Employment Cross Tabulations - Which of the following best describes you? Disabled - What journeys would you like to use a bus for?

	Total	
Shopping	**52**	**26%**
Medical / health	**51**	**26%**
Leisure / sport	**32**	**16%**
Personal business e.g. banking	14	7%
Work	13	7%
Volunteering	12	6%
Other	8	4%
College or training	7	4%
School / pre-school	4	2%
Faith activities	3	2%
None	1	1%
	197	

Appendix Table 49 - Employment Cross Tabulations - Which of the following best describes you? Retired - What journeys would you like to use a bus for?

	Total	
Shopping	**709**	**33%**
Leisure / sport	**536**	**25%**
Medical / health	**403**	**18%**
Personal business e.g. banking	278	13%
Volunteering	94	4%
Other	90	4%
Faith activities	26	1%
Work	22	1%
College or training	11	1%
None	9	0%
School / pre-school	1	0%
	2,179	

Appendix Table 50 - Employment Cross Tabulations - Which of the following best describes you? Student - What journeys would you like to use a bus for?

	Total	
Shopping	**26**	**21%**
College or training	**26**	**21%**
Work	**24**	**19%**
Leisure / sport	**24**	**19%**
School / pre-school	10	8%
Personal business e.g. banking	7	6%
Medical / health	4	3%
Volunteering	3	2%
None	2	2%
Faith activities	0	0%
Other	0	0%
	126	

Appendix Table 51 - BUSINESSES AND ORGANISATIONS SURVEY RESULTS - What improvements (if any) to bus travel would you MOST like to see introduced in East Sussex?

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
	Local Bus Services	4			[Haywards Heath]	0
					[Parish of Battle]	0
			(direct service wanted)	2	[Lewes - Seaford]	1
					[Heathfield -Lewes]	0
					[Hurst Green - Heathfield / Ticehurst]	0
			(school and college)	1	[Nevill and Winterbourne]	1
			(increase bus use)	1	[Lewes]	2
					[Uckfield - Haywards Heath / Heathfield / Eastbourne]	0
					[Ringmer]	0
					[Uckfield]	0
					[Eastbourne - Brighton]	0
					[Eastbourne]	1
					[Swiftsden]	0
					[Saltdean and Peacehaven]	0
KBI 10	Community Transport	1				
PTBI 01	Frequency of bus services	2	(more wanted)	1	[rural areas]	0
					[Heathfield]	0
					[Bexhill College]	0
					[Peasmarsh]	0
					[Peacehaven]	0
					[Uckfield, Crowborough, Tunbridge Wells]	0
			(weekend services wanted)	1	[Hastings & Rother]	0
					[Eastbourne / Bexhill]	0
					[Bluebell Railway]	0
					[Sheffield Park]	0

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
					[Herstmonceux to hospitals]	0
					[Uckfield]	0
					[Telscombe]	0
					[Uckfield]	0
					[Lewes]	2
					[Ringmer]	0
					[Herstmonceux]	0
					[Lewes to Barcombe]	0
					[Hastings]	1
					[Hastings]	1
					[Hastings]	1
PTBI 04	Whether buses arrive on time	1	(routes)	1	[Eastbourne]	1
PTBI 05	How easy buses are to get on/off	2	(accessibility and space)	1	[Hastings]	1
			(mobility / wheelchair)	1	[Hastings & Rother]	0
PTBI 07	Bus fares	4	(cheaper)	3		
			(subsidise the route)	0	[East Saltdean]	0
			(cheaper for children)	1		
			(free bus for school / college / students)	0		
			(integrated ticketing)	1	[Hastings]	1
			(flexible ticketing)	0		
			(weekly tickets for schoolchildren)	0		
			(multiuse ticket)	0		
			(ticketing to be simpler)	0		
			(information wanted)	0		
PTBI 08	Quality and cleanliness of buses	1	(more attractive)	1	[Hastings & Rother]	0
					[Eastbourne]	1
PTBI 16		2	(more locations)	1	[Hastings]	1

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
	Ease of finding the right information		(real time info)	1	[Hastings & Rother]	0
AA	Improved integration	2	(bus - rail)	2	[Hastings]	1
					[Peasmarsh]	0
					[SDNP]	0
					[Hastings & Rother]	0
					[Hurst Green]	0
					[Lewes]	2
					[Peacehaven - Newhaven - Lewes]	0
BB	Improved journey times	1				
CC	General comment	2			[Eastbourne]	1
					[Uckfield]	0
			(Bus Station needs to be retained)	1	[Lewes]	2
					[Hastings]	1
					[Hastings]	1
					[Eastbourne]	1
			(Information in other fomats needed not just on app)	1		
					[Eastbourne]	1
					[Crowhurst]	0
					[sustainable transport options]	0
					[Lewes]	2
FF	Zero emission buses	3	(Hastings)	1		
XX	Comment not directly relating to bus services	2	(covid - masking)	1	[Hastings]	1
			(improve cycling and walking)	1	[Hastings & Rother]	0
					[Lewes]	2

Appendix Table 52 - Businesses and Organisations Survey Results - Please let us know of any suggestions for improvements to an existing bus service, new bus services or any other specific suggestions on bus services

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
	Local Bus Services	10	(route to hospital)	2	[Haywards Heath]	1
					[Parish of Battle]	1
			(direct service wanted)	3	[Lewes - Seaford]	1
					[Heathfield -Lewes]	1
					[Hurst Green - Heathfield / Ticehurst]	1
			(school and college)	1	[Nevill and Winterbourne]	0
			(increase bus use)	0	[Lewes]	2
			(better connections)	2	[Uckfield - Haywards Heath / Heathfield / Eastbourne]	0
					[Ringmer]	0
					[Uckfield]	0
			(limited stop service wanted)	1	[Eastbourne - Brighton]	0
			(new service along A27)	0	[Eastbourne]	1
			(no4 bus extension)	0		
			(service wanted)	1	[Swiftsden]	0
			(change 123 route to include more areas)	0	[Saltdean and Peacehaven]	0
			(no11X to come back)	0		
			(services to coast)	1		
			(evening and weekend services)	1		
			(tourist destinations)	0		
			(to/from SD National Park)	0		
			(excellent no12)	0		
			(improve no12 x)	1		
KBI 08	Public transport information	1	(display boards wanted)			
KBI 09	Taxi/mini cab services	0				

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
KBI 10	Community Transport	0				
KQI 03	Responsive transport	1	(tourist destinations)	0		
			(Lewes / Haywards Heath)	1		
			(Ringmer)	1		
KQI 05	Public transport information (aspects)	1				
PTBI 01	Frequency of bus services	15	(more wanted)	3	[rural areas]	0
					[Heathfield]	0
					[Bexhill College]	0
					[Peasmarsh]	0
					[Peacehaven]	0
			(half hourly service)	1	[Uckfield, Crowborough, Tunbridge Wells]	0
			(weekend services wanted)	0	[Hastings & Rother]	0
			(better weekend service)	1	[Eastbourne / Bexhill]	0
			(weekends and BH)	1	[Bluebell Railway]	0
			(weekends)	1	[Sheffield Park]	0
			(weekends and evenings)	4	[Herstmonceux to hospitals]	0
					[Uckfield]	0
			(no14 service needs improving)	0	[Telscombe]	0
			(more services for north areas)	0		
			(BH and Sundays wanted)	1		
			(BH service improvements)	1		
			(M to F)	1	[Uckfield]	0
			(Sundays and evenings wanted)	1	[Lewes]	2
			(late evenings and weekends wanted)	0	[Ringmer]	0
			(evening services to run later)	1		
			(commuting times needed)	3	[Herstmonceux]	0
					[Lewes to Barcombe]	0

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
					[Hastings]	1
			(night-time services)	1		
			(journeys to/from school/college)	1		
			(bus grid wanted)	0	[Hastings]	1
			(loop service wanted)	2	[Hastings]	1
PTBI 02	Number of bus stops	0				
PTBI 03	The state of bus stops	2	(cleanliness)	0		
			(dangerous location)	1	[Bevernbridge]	0
			(seats and shelters wanted)	1	[Church Street Willingdon]	0
					[Cooksbridge Railway station]	0
PTBI 04	Whether buses arrive on time	2	(routes)	0	[Eastbourne]	1
			(rural area)	0		
PTBI 05	How easy buses are to get on/off	1	(accessibility and space)	0	[Hastings]	1
			(mobility / wheelchair)	0	[Hastings & Rother]	0
PTBI 06	The local bus service overall	0				
PTBI 07	Bus fares	0	(cheaper)	0		
			(subsidise the route)	0	[East Saltdean]	0
			(cheaper for children)	0		
			(free bus for school / college / students)	0		
			(integrated ticketing)	0	[Hastings]	1
			(flexible ticketing)	0		
			(weekly tickets for schoolchildren)	0		
			(multiuse ticket)	0		
			(ticketing to be simpler)	0		
			(information wanted)	0		
		0	(more attractive)	0	[Hastings & Rother]	0

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
PTBI 08	Quality and cleanliness of buses				[Eastbourne]	1
PTBI 09	Helpfulness of drivers	1	(not helpful - hidden disabilities)	1	[Hastings]	1
			(give them breaks)	0		
PTBI 10	Personal safety on the bus	1				
PTBI 11	Personal safety while waiting at bus stop	1	(route to hospital)	2	[Haywards Heath]	0
			(hidden disabilities)	1	[Hastings]	1
			(safety)	0		
PTBI 12	Raised kerbs at bus stops	0				
PTBI 13	The amount of information	0	(expected waiting time)	0		
PTBI 14	The clarity of information	0				
PTBI 15	The accuracy of information	0	(bus routes)	0		
PTBI 16	Ease of finding the right information	0	(more locations)	0	[Hastings]	1
			(real time info)	0	[Hastings & Rother]	0
			(website improvements needed)	0		
PTBI 17	Information about accessible buses	0				
PTBI 18	Information to help people plan journeys	0	(online mapping)	0		
			(printed timetables)	0		
PTBI 19	Reliability of electronic display info	0				
PTBI 20	Provision of public transport information	1	display boards wanted)	1		
			(electronic timetables at all stops)	0		
PTBI 21	Availability of taxis or minicabs	0				

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
PTBI 22	Reliability of taxis or minicabs	0				
PTBI 23	Cost (fares) of taxis or minicabs	0				
PTBI 24	Availability of community transport	0				
PTBI 25	Community transport fares	0				
PTBI 26	Reliability of community transport	0				
PTQI08	Provision of bus Stops	1	(bus stops to be away from main carriageways)	0		
			(conflict with cycle lanes)	0	[Eastbourne]	1
			(dangerous location)	1	[the Keep - Lewes]	0
			(new bus stop wanted)	1	[Victoria Drive Surgery]	0
AA	Improved integration	4	(bus - rail)	1	[Hastings]	1
					[Peasmarsh]	0
					[SDNP]	0
					[Hastings & Rother]	0
					[Hurst Green]	0
					[Lewes]	2
					[Peacehaven - Newhaven - Lewes]	0
BB	Improved journey times	0				
CC	General comment	4	(accessability)	0	[Eastbourne]	1
			(advice on how to undertake BSIPs)	0		
			(bike carriers on buses wanted)	1		
			(bus sizes to reflect usage)	0		
			(Bus Station improvements)	1	[Uckfield]	0
			(Bus Station needs to be retained)	0	[Lewes]	2
			(Bus Users Group wanted)	0	[Hastings]	1

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
			(car free streets / bus priority)	0	[Hastings]	1
			(customer service)	0	[Eastbourne]	1
			(DWP Partnership wanted)	0		
			(electronic timetables at main bus stops)	1		
			(Information in other fomats needed not just on app)	0		
			(new plans)	0	[Eastbourne]	1
			(promote HCT)	0	[Crowhurst]	0
			(promote services to SDNP)	0		
			(roadside signage)	0		
			(Policy)	1	[sustainable transport options]	0
			(Transport Hub wanted)	0	[Lewes]	2
DD	Increased parking enforcement at bus stops/lanes	0				
EE	Shuttle bus	4	(Newhaven / Peacehaven)	1		
			(Ringmer)	1		
			(Telscombe)	0		
			(Lewes)	0		
FF	Zero emission buses	0	(Hastings)	0		
XX	Comment not directly realting to bus services	0	(covid - masking)	0	[Hastings]	1
			(improve cycling and walking)	0	[Hastings & Rother]	0
			(bus priority roads)	0	[Lewes]	2
			(green roof tops on shelters)	0		
			(historic building of Bus Station)	0		

Appendix Table 53 - Businesses and Organisations Survey Results - Do you have any general comments or suggestions on how bus use could be improved?

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
	Local Bus Services	6	(route to hospital)	0	[Haywards Heath]	0
					[Parish of Battle]	0
			(direct service wanted)	0	[Lewes - Seaford]	1
					[Heathfield -Lewes]	0
					[Hurst Green - Heathfield / Ticehurst]	0
			(school and college)	0	[Nevill and Winterbourne]	1
			(increase bus use)	0	[Lewes]	2
			(better connections)	0	[Uckfield - Haywards Heath / Heathfield / Eastbourne]	0
					[Ringmer]	0
					[Uckfield]	0
			(limited stop service wanted)	0	[Eastbourne - Brighton]	0
			(new service along A27)	1	[Eastbourne]	1
			(no4 bus extension)	1	[Eastbourne]	
			(service wanted)	0	[Swiftsden]	0
			(change 123 route to include more areas)	1	[Saltdean and Peacehaven]	0
			(no11X to come back)	1		
			(services to coast)	0		
			(evening and weekend services)	0		
			(tourist destinations)	2		
			(to/from SD National Park)	1		
			(excellent no12)	1		
			(improve no12 x)	0		
KBI 08	Public transport information	1	(display boards wanted)			
KBI 09	Taxi/mini cab services	0				

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
KBI 10	Community Transport	1				
KQI 03	Responsive transport	3	(tourist destinations)	2		
			(Lewes / Haywards Heath)	0		
			(Ringmer)	1		
KQI 05	Public transport information (aspects)	1				
PTBI 01	Frequency of bus services	10	(more wanted)	0	[rural areas]	0
					[Heathfield]	0
					[Bexhill College]	0
					[Peasmarsh]	0
					[Peacehaven]	0
			(half hourly service)	0	[Uckfield, Crowborough, Tunbridge Wells]	0
			(weekend services wanted)	0	[Hastings & Rother]	0
			(better weekend service)	0	[Eastbourne / Bexhill]	0
			(weekends and BH)	0	[Bluebell Railway]	0
			(weekends)	0	[Sheffield Park]	0
			(weekends and evenings)	0	[Herstmonceux to hospitals]	0
					[Uckfield]	0
			(no14 service needs improving)	1	[Telscombe]	0
			(more services for north areas)	1	[Telscombe]	
			(BH and Sundays wanted)	0		
			(BH service improvements)	0		
			(M to F)	0	[Uckfield]	0
			(Sundays and evenings wanted)	0	[Lewes]	2
			(late evenings and weekends wanted)	0	[Ringmer]	0
			(evening services to run later)	0		
			(commuting times needed)	0	[Herstmonceux]	0
					[Lewes to Barcombe]	0

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
					[Hastings]	1
			(night-time services)	0		
			(journeys to/from school/college)	0		
			(bus grid wanted)	0	[Hastings]	1
			(loop service wanted)	1	[Hastings]	1
PTBI 02	Number of bus stops	0				
PTBI 03	The state of bus stops	4	(cleanliness)	2		
			(dangerous location)	1	[Bevernbridge]	0
			(seats and shelters wanted)	2	[Church Street Willingdon]	0
					[Cooksbridge Railway station]	0
PTBI 04	Whether buses arrive on time	1	(routes)	0	[Eastbourne]	1
			(rural area)	0		
PTBI 05	How easy buses are to get on/off	0	(accessibility and space)	0	[Hastings]	1
			(mobility / wheelchair)	0	[Hastings & Rother]	0
PTBI 06	The local bus service overall	0				
PTBI 07	Bus fares	13	(cheaper)	6		
			(subsidise the route)	1	[East Saltdean]	0
			(cheaper for children)	0		
			(free bus for school / college / students)	0		
			(integrated ticketing)	0	[Hastings]	1
			(flexible ticketing)	1		
			(weekly tickets for schoolchildren)	1		
			(multiuse ticket)	1		
			(ticketing to be simpler)	1		
			(information wanted)	1		
PTBI 08	Quality and cleanliness of buses	1	(more attractive)	1	[Hastings & Rother]	0
			(uncomfortable, old)		[Eastbourne]	1
	Helpfulness of drivers	1	(not helpful - hidden disabilities)	0	[Hastings]	1

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
PTBI 09			(give them breaks)	1		
PTBI 10	Personal safety on the bus	0				
PTBI 11	Personal safety while waiting at bus stop	1	(route to hospital)	0	[Haywards Heath]	0
			(hidden disabilities)	0	[Hastings]	1
			(safety)	1		
PTBI 12	Raised kerbs at bus stops	0				
PTBI 13	The amount of information	1	(expected waiting time)	1		
PTBI 14	The clarity of information	0				
PTBI 15	The accuracy of information	1	(bus routes)	1		
PTBI 16	Ease of finding the right information	2	(more locations)	0	[Hastings]	1
			(real time info)	0	[Hastings & Rother]	0
			(website improvements needed)	2		
PTBI 17	Information about accessible buses	0				
PTBI 18	Information to help people plan journeys	2	(online mapping)	1		
			(printed timetables)	1		
PTBI 19	Reliability of electronic display info	0				
PTBI 20	Provision of public transport information	1	display boards wanted)	0		
			(electronic timetables at all stops)	1		
PTBI 21	Availability of taxis or minicabs	0				
PTBI 22	Reliability of taxis or minicabs	0				

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
PTBI 23	Cost (fares) of taxis or minicabs	0				
PTBI 24	Availability of community transport	0				
PTBI 25	Community transport fares	0				
PTBI 26	Reliability of community transport	0				
PTQI08	Provision of bus Stops	3	(bus stops to be away from main carriageways)	1		
			(conflict with cycle lanes)	1	[Eastbourne]	1
			(dangerous location)	1	[the Keep - Lewes]	0
			(new bus stop wanted)	0	[Victoria Drive Surgery]	0
AA	Improved integration	5	(bus - rail)	3	[Hastings]	1
					[Peasmarsh]	0
					[SDNP]	0
					[Hastings & Rother]	0
					[Hurst Green]	0
					[Lewes]	2
					[Peacehaven - Newhaven - Lewes]	0
BB	Improved journey times	0				
CC	General comment	14	(accessability)	1	[Eastbourne]	1
			(advice on how to undertake BSIPs)	2		
			(bike carriers on buses wanted)	1		
			(bus sizes to reflect usage)	1		
			(Bus Station improvements)	2	[Uckfield]	0
			(Bus Station needs to be retained)	1	[Lewes]	2
			(Bus Users Group wanted)	1	[Hastings]	1
			(car free streets / bus priority)	1	[Hastings]	1

NHT Code	Theme	Count	Sub theme1	Count	Sub theme2	Count
			(customer service)	1	[Eastbourne]	1
			(DWP Partnership wanted)	1		
			(electronic timetables at main bus stops)	0		
			(Information in other fomats needed not just on app)	0		
			(new plans)	1	[Eastbourne]	1
			(promote HCT)	1	[Crowhurst]	0
			(promote services to SDNP)	1		
			(roadside signage)	1		
			(Policy)	0	[sustainable transport options]	0
			(Transport Hub wanted)	1	[Lewes]	2
DD	Increased parking enforcement at bus stops/lanes	0				
EE	Shuttle bus	4	(Newhaven / Peacehaven)	0		
			(Ringmer)	1		
			(Telscombe)	1		
			(Lewes)	1		
FF	Zero emission buses	4	(Hastings)	0		
XX	Comment not directly realting to bus services	2	(covid - masking)	0	[Hastings]	1
			(improve cycling and walking)	0	[Hastings & Rother]	0
			(bus priority roads)	1	[Hastings & Rother]	2
			(green roof tops on shelters)	1	[Lewes]	
			(historic building of Bus Station)	1		

The Green Party and Transport Futures East Sussex provided substantial responses both with very similar themes as summarised below:

Information and Fares

- There should be clearer, easier to access, joined up information at stops/hubs and online (similar to Trainline App)
- Lower fares, especially for young people (under 19's)
- Incentive on fares for groups – particularly low paid workers (retail staff)
- Easier ways to pay including cash and through-tickets
- Demand responsive travel – including evenings (possibly following the model of Community Transport)

Frequency and provision

- Increased frequency and better connections, including rural and evenings and between trains and buses
- Suggestions for improvements to various routes* see Table 2-2

Getting to the Bus

- Walking routes to bus stops maintained as well as the bus stops themselves
- Address safety concerns of those waiting for and accessing buses High quality waiting environment, including lighting
- High quality waiting environment, including lighting

On the bus

- Next stop announcements on buses
- Comms between bus staff and depot needs to be improved
- High quality, appealing Electric Buses of various sizes
- Bike spaces on buses as well as wheelchair, pushchair and luggage provision

Planning and resource

- Ensure new housing development bus provision is included at designs stage to encourage bus use, active travel and deter reliance on cars as per NPPF guidance
- Concern around internal staff resource – suggestion to enhance this provision and possibly share cross border (both responses noted the current small teams of staff are excellent)
- Continuing consultation at suitable locations
- Communication campaign (large and ongoing)
- Bus lane provision by re-purposing existing road space (removal of space for private cars) – some suggestions of routes noting that north south travel requires significant improvement
- Park and Ride to be fully investigated
- Improvements required to support Tourism (Glover Review supports sustainable access to be achieved through collaborative working LTA's National Parks, AONB/SSSI administrations)

A response was also received from an individual promoting the suggestion of a bus grid solution in Hastings.

Suggestions for improvements to various bus routes

Specific Route Improvement Suggestions

100 Conquest Hospital, Hastings (station), Icklesham, Winchelsea, Rye (station). Later evening services 7/7 and combined outward/return rail/bus ticket option.

11X Between Brighton, Rottingdean, Peacehaven, Newhaven, Beddingham, Charleston Farmhouse, Middle Farm, Berwick, Drusillas, Polegate, Eastbourne District General Hospital, Eastbourne. A Sunday/Bank Holiday service ran 'two hourly' in 2019 using the A27 to access visitor attractions and villages below the slopes of the Downs. Hoping for restoration of this service which could be a forerunner of a more regular service with a variant directly through to Falmer (Universities/Sports venue) and Brighton.

12/13Consider a 12C/13C service – 'C' indicating a cycle carrying bus – perhaps hourly.

123 Lewes, Kingston, Rodmell, Newhaven. 7/7 service required with an evening component – cycle carrying capacity would help

167 Lewes, Ditchling, Hassocks – 7/7 service with more regular clockface departures and evening additions. Cycle carrying capacity would help.

2 Hastings to Ashford via Conquest Hospital, Westfield, Brede, Broad Oak, Northiam, Newenden, Rolvenden, Tenterden. Restoring hourly service (currently two hourly)

2 Later service outward Hastings – Tenterden

23 Hastings town centre to Conquest Hospital serving eastern town - more journeys

231 (Etchingham Station – Heathfield section now 51K). 231 now Heathfield, Cross-in-Hand, Blackboys, Framfield, Uckfield (station).

26/26A Hastings Station/St Leonards to Conquest Hospital – more evening services

28 Bus – key route to Conquest Hospital. Needs to be at least 2 an hour and extend into the evening. Currently every 70 minutes.

28 Hastings Station, West Hill, St Helens, Crematorium, Conquest Hospital. Clockface departures needed and extra evening services. Accessibility to West Hill would be improved if the West Hill Lift restoration included a year-round service and ran later into the evening. It should be a useful addition to public transport options, and we understand will be able to accommodate cycles.

3 Eastbourne – Meads (extra evening service)

3 Eastbourne – Meads: *late* evening service

304/5 Hastings – Hollington – Telham – Battle – John's Cross – Robertsbridge - Hurst Green – Hawkhurst - (Turnbridge Wells as 254 serving Flimwell – Ticehurst – Wadhurst). Restored Sunday Service

304/5 Hastings, Telham, Battle, Robertsbridge, Hurst Green, Hawkhurst, Wadhurst, Tunbridge Wells, Welcome return of Sunday service – hopeful of a later evening service 7/7 and exploration of a night bus for the young.

312 Tenterden, Smallhythe, Wittersham, Iden, Playden, Rye Station, Rye Harbour. Later evening service and new Sunday/Bank Holiday service. Could be complemented by a foot/cycle ferry at weekends and in school holidays: this could alleviate congestion on the Camber road by offering a train/bus access to Camber. Consider a cycle carrying bus.

5/5A Covers wide geographical area: possible justification for rationalising route which is complex and indirect. A simplified route missing the Hampden Park loop would make journey times more attractive while the HP section could have a discrete service. Hold ups at the Hampden Park level crossing should diminish with increased use of on bus/train and active travel measures.

5/5a Eastbourne – Bridgmere – Sovereign Harbor (extra Sunday service)

51 K/231 (K for Kipling) New hourly service, Hawkhurst – Eastbourne via Hurst Green, Etchingham (station), Burwash (Bateman's), Heathfield, Horam, Hellingly, Hailsham, Polegate, Eastbourne. Return service: investigate stabling arrangement with Tesco/Waitrose at Hawkhurst.

51 Later evening services and investigate attractiveness of a night bus for young people.

54 Eastbourne – Polegate - Hailsham – Lower Dicker – Golden Cross – Uckfield, restored Sunday service

54 Between Uckfield and Eastbourne via Hailsham, Dittons, Polegate, DGH Hospital, Eastbourne. Later evening services

98 Hastings – Pebsham – Sidley – Ninfield – Boreham Street – Hermonceux – Hailsham – Polegate – Eastbourne (Not Sundays). Short workings operate between Bexhill and the Conquest Hospital via Pebsham, Sidley, then Link Road to Hollington. Extra Sunday evening service Bexhill – Sidley Hastings. One later evening service Hastings – Eastbourne.

98 It's a long route that wouldn't be viable as an 'end to end' journey option. A discrete Hastings – Pebsham – Bexhill service could be subtracted from the route to give a better journey time to Sidley and Ninfield, then resuming route between there and Hailsham/Eastbourne. Pebsham would benefit from better reliability with a new Sidley – Bexhill – Hastings variant.

98/99 Eastbourne, Little Common, Bexhill, St Leonards, Hastings: move to four buses and hour Monday to Saturday; 2ph on Sundays/Bank holidays. Available connection between these two routes at the Devonshire Road stops would help residents of Pebsham.

New Cuckmere Valley Service Hailsham, Lower Dicker, Upper Dicker, Berwick Station, Alfriston Cross, Litlington, Exceat, Seaford Station. Could link with 51 and 54 passengers.

New Route Suggestions

New Route Possibility: Between the District General Hospital on Kings Drive and Cross Levels Way, between the hospital and the Sussex Downs College campus, there exists an opportunity for a 'buses only' route with a 'bus gate' to connect destinations between Eastbourne and Hampden Park Sainsbury's, Morrisons and Aldi, North Langney and Stone Cross. This should be explored.

West Hill lift could also be considered a local public transport offer and the service extended into the evenings so local people have an easy route home from the Old Town up to West Hill. This would promote inclusion as it is wheelchair and bike accessible.

North to south routes

The most direct route from Forest Row to Lewes involves 3 buses (270, 246 and 121), and they are not buses that function every day. This is a journey that only takes 30 minutes by car. There needs to be a one bus route from Forest Row, to Lewes and on to Brighton via the A275, rather than going via Haywards Heath and changing.

We urgently need an everyday bus route from north to south from Blackham (which has no routes going south), Withyham, Hartfield and Groombridge to Crowborough directly, and then to the south from there.

The area south and south west of Uckfield is also poorly served and needs more local route, but going from north to south, but also west-east.

A more frequent bus is needed from Mark Cross to Crowborough. Currently the 224 is infrequent.

Appendix Figure 75 - Maria Caulfield MP Letter



MARIA CAULFIELD MP

HOUSE OF COMMONS
LONDON SW1A 0AA

Cllr Claire Dowling
Lead Member for Transport and Environment
East Sussex County Council
County Hall
Lewes
East Sussex
BN7 1UE

30 September 2021

Dear Claire

Following the completion of the County Council's consultation on the Bus Service Improvement Plan, I would like to add my views before the draft plan is published.

As part of the Bus Service Improvement Plans, we need to focus on enabling rural employers, such as Chailey Heritage in my constituency who employ over 400 people, to have viable bus route options to nearby towns such as Uckfield and Lewes.

We are also in need of rural bus routes with regular times. These could perhaps be run by community bus operators such as CTLA and Cuckmere Buses who would be willing to provide services if there was funding available.

For many people, the cost of a journey between the villages in my constituency is out of their price range, with tickets costing around £8 at the moment. To tackle this issue, certain existing routes will need to have fares subsidised.

There is also a need for improved bus stops and better bus timetable connectivity as there currently is in larger settlements, as well as a link up to rail services to further encourage people to use the buses.

If this is done correctly and the right services are provided for local people, I know that there is a huge appetite for an improved bus service offering.

I look forward to the publication of the draft Bus Service Improvement Plan.

Yours sincerely

[redacted]

Maria Caulfield MP
Member of Parliament for Lewes

www.mariacaulfield.co.uk 0207 219 5946 maria.caulfield.mp@parliament.uk

Member of Parliament for Lewes

Working hard for everyone: Lewes, Newhaven, Seaford, East Dean, Polegate, Alfriston, Westdean, Kingston, Offham, Cooksbridge, Ditchling, Plumpton, East Chiltington, Firle, Glynde, Barcombe, Hamsey, Wivelsfield, Denton, Falmer, Beddingham, Alciston, Chailey, Newick, Streat, Ringmer, Rodmell, Litlington, Folkington and Birling Gap

eastsussex.gov.uk

East Sussex
County Council

APPENDIX H - LETTERS OF SUPPORT

Appendix Figure 76 - Brighton & Hove Buses Letter of Support



Brighton & Hove Bus and Coach Company Limited
43, Conway Street, Hove, East Sussex, BN3 3LT
T 01273 886200
E info@buses.co.uk
buses.co.uk
www.facebook.com/brightonbuses
@BrightonHoveBus

BY EMAIL
Rupert Clubb
Director
Communities, Economy and Transport
County Hall,
St Anne's Cres,
Lewes BN7 1UE

11th October 2021

Dear Rupert

We very strongly support the East Sussex Bus Service Improvement Plan (BSIP) and its future development into an Enhanced Partnership.

We have worked closely with East Sussex County Council (ESCC) throughout the BSIP process to discuss the joint issues and challenges to removing the barriers to unlocking even better bus services and generating true modal shift from the private car to bus.

We share the East Sussex vision to become carbon neutral. Through recent investment in our East Sussex fleet, the vast majority of our buses are already at Euro 6 standard and we are very keen to transition our East Sussex depot in Newhaven to be fully hydrogen fuelled, subject to successful ZEBRA alongside Newhaven Town Deal funding. The new buses will utilise the excellent existing bus priority on the A259 but will also see further improvements through further priority measures introduced by ESCC and neighbouring Brighton & Hove City Council as outlined in the BSIP.

We have also been investing significantly in payment technology through contactless payments, smartcards and mobile ticketing, providing a strong technology platform on which we have successfully built both commercial and socially focussed pricing offers. These measures in combination have resulted in just 5% of customers now paying by cash. We intend to develop this further through the development of our Tap On Tap Off contactless payments to provide discounted multi-day and weekly capping, providing the flexibility needed for the changing commuter markets. We are keen to work with other operators to provide this on a joint basis; this will be key to encouraging more commuters back to the bus and more new customers as people increasingly recognise the need to make sustainable travel choices on an increasing basis.

We are also the only UK bus operator to be accredited 'Leaders' in the Department for Transport Inclusive Transport Leadership scheme and we will be keen to work with other operators in East Sussex and ESCC to improve access to buses across the county, continuing our learning and building on the great work already done to remove barriers to using buses such as our virtual bus, the Helping Hand scheme, wheelchair taxi guarantee scheme, offering safe havens, dementia training and dementia-friendly floors, hearing loops, travel training, Community Support Fund and travel discounts for carers.

Part of the Go-Ahead Group

Brighton & Hove Bus & Coach Company Limited.
Registered in England No. 307468. Registered Office: 3rd Floor, 41-51 Grey Street, Newcastle upon Tyne NE1 6EE.
Brighton & Hove Bus & Coach Company Limited is a wholly owned subsidiary of the Go-Ahead Group Plc.

We are very pleased to jointly present proposals to build a strong and resilient bus network in East Sussex to include new links between towns that have untapped potential to take people where they need to get to from early till late, seven days a week. This represents a tremendous opportunity to not only take bus use back to pre-Covid levels but to new heights in respect of service levels, quality, customer satisfaction and positive social, economic, and environmental impacts. We recognise the challenging nature of this ambitious plan but through great partnership working with ESCC and the other bus operators, the vision for bus as a vital, thriving and integrated part of the future sustainable mobility solutions our communities need and desire will be realised.

We have a long and successful history of excellent partnership working in East Sussex and we look forward to taking this to a whole new level in the coming months and years.

Yours sincerely



Martin Harris
Managing Director
Brighton & Hove Buses and Metrobus

Appendix Figure 77 - Stagecoach South East Letter of Support

Stagecoach

Craig Lamberton
East Sussex County Council
St. Anne's Crescent
Lewes
East Sussex BN7 1UE

13th October 2021

Dear Craig,

East Sussex Bus Service Improvement Plan

Thank you for the continued engagement as we draw this process to a close.

I'm writing to reassure you of Stagecoach South East's support for the principles which underpin the Plan and our continued commitment to our existing strong partnership as the key to delivering the outcomes. Throughout the process, all involved, be it operator or local authority, have shown what can be achieved (in a very tight timescale!) by working together and this bodes well for the transition to enhanced partnership working. In the recent past we have worked well together on such projects as the A259 bus priority scheme between Hastings and Bexhill and the Hailsham – Eastbourne bus corridor and customers are already seeing the benefit of improved journey times and frequencies. More than anything our customers want a punctual and reliable service and it is only by dealing with the root cause of delays that we will be able to deliver this.

The document covers a number of key service enhancements which will benefit the residents of East Sussex; coupled with infrastructure and other interventions such as more effective parking controls, enhanced bus priority and a fresh look at fares and ticketing – especially improving our existing discount offers for young people - this will move the bus up the hierarchy and lead to transformational modal shift which in turn will lead to fewer car journeys, reduced congestion and improved air quality. In turn, Stagecoach will continue with its stated ambition to run a zero emission fleet by 2035, initially targeting those areas where air quality is a concern and we commit to working with East Sussex County Council to explore opportunities for future grant funding under the ZEBRA banner to support the roll out of zero emission buses.

Stagecoach South East, Bus Station, St. George's Lane, Canterbury, Kent CT1 2SY
T: 01227 828106 **stagecoachbus.com**

Registered Office: East Kent Road Car Company Limited, One Stockport Exchange, 20 Railway Road, Stockport SK1 3SW. (Registered in England & Wales 144585)

The launch of the National Bus Strategy is timely as this industry and the nation recover from the Covid-19 pandemic; while the pace of recovery is encouraging, we need to seize the moment in order to fully realise the opportunities that the strategy provides. This BSIP lays the foundations for a programme to do just that and we look forward to playing our part in improving the public transport offering in the county.

Yours sincerely,



Matthew Arnold
Commercial Director

Appendix Figure 78 - Compass Travel Letter of Support

COMPASS TRAVEL
• Bus Services • Coach Hire •
Faraday Close • Worthing • West Sussex • BN13 3RB
Telephone: 01903 690025 • Fax: 01903 690015
Email: office@compass-travel.co.uk
Website: www.compass-travel.co.uk

4.10.21

To Whom it may Concern

I am writing to confirm our support for the BSIP produced by East Sussex County Council.

As a local bus operator we have always worked closely with ESCC. We have been pleased to help them produce this document and will obviously continue to be fully involved in the future implementation of these plans once they have been agreed.

We ourselves are keen to play our part in improving bus services by investing in new low or zero emission buses and continuing to invest in new and improved ticketing technology and passenger information.

[redacted]

Chris Chatfield

Managing Director

Compass Travel (Sussex) Limited • VAT No. 620 8421 68
Directors: Chris Chatfield, Malcolm Gallichan
Registered in England No. 4096610 • Registered office: As above

Appendix Figure 79 - TfSE Letter of Support

TRANSPORT FOR THE South East

Carl Valentine
Head of Service for Transport & Operational Services
East Sussex County Council
County Hall
St Anne's Crescent
Lewes
BN7 1UE

By email to: Carl.Valentine@eastsussex.gov.uk

26 October 2021

Dear Carl

Bus Service Improvement Plan submission

I am writing to you in your role as the council's representative on the TfSE Senior Officer Group to support the Bus Service Improvement Plan (BSIP) that your Council has produced.

As you are aware, Transport for the South East (TfSE) is a partnership of 16 local transport authorities (LTAs). Following the approval of our transport strategy in summer 2020, we have been developing a series of area and thematic studies to identify the specific interventions that will be needed to implement the strategy on the ground. This work will culminate in the publication of a draft Strategic Investment Plan for public consultation in June 2022.

TfSE has identified that buses will have a vital role to play in delivering the 2050 vision set out in the transport strategy and in particular the target of achieving net zero carbon emissions from transport by 2050, at the latest. The delivery of BSIPs will have a critical role to play in helping us to achieve our 2050 vision.

TfSE will be providing further Bus Back Better support to all our 16 LTAs through technical work we already have underway to develop an evidence base that will identify the future ambition for buses across the region. We have also recently submitted a joint proposal with England's Economic Heartlands and Transport East to the DfT's additional workstreams for 2021/22 to support the LTAs in our area with the delivery of their BSIPs.

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The successful delivery of our transport strategy and our constituent authorities' Local Transport Plans will be dependent upon a significant improvement in bus service provision to encourage passengers back onto buses. I therefore commend your BSIP as a vital first step in setting out your ambition to improve bus services in your area.

Yours sincerely

[redacted]

Rupert Clubb
Lead Officer, Transport for the South East

Cc Jon Wheeler
Craig Lamberton