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# **Eastbourne Area Bus User Group**

***EABUG***



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# Welcome and introductions

*Please give your  
name and who you  
represent/title*



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# Agenda

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1] Introductions

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2] Matters Arising,

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3] BSIP update (ESCC Donnalyn Morris)

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4] Bus providers update (B&H, Compass, Cuckmere Buses and Stagecoach)

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5] Coffee and networking (15 min)

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6] Introduction to working group subjects

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a] Stagecoach - Route 51

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b] Devolution and public transport

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c] Exceat Bridge and BSIP monies

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7] Discussion Groups and feedback

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8] Closing comments

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# Matters arising



- 1] Disability bus passes (Jill Shacklock)
- 2] Bus fare standardisation across bus companies – progress? (David Everson)
- 3] Exceat Bridge funding
- 4] Communicating roadworks

# **Exceat Bridge and BSIP monies!**

- **2021 - LUF monies awarded to replace the bridge with 2-way road.**
- **Project delay means funding no longer covers construction costs**
- **2022- BSIP funding of £41.4 million awarded to ESCC**
- **Feb 2025- due to lack of funding ESCC consider replacing the bridge with a single lane structure**
  - **this would close the A259 for about 22 weeks**
  - **would create severe disruption to all traffic and buses**
- **Spring 2025- B&H Buses suggest allocation of BSIP funds to support construction of an offline route bridge.**
  - **this would now be 2 way, would significantly reduce disruption,**
  - **However, the bus lanes at Newhaven and Peacehaven would not go ahead**
- **April 22<sup>nd</sup> – ESCC Cabinet agree to redirect £11.128m from Bus Priority to the bridge**
- **DfT has agreed to the transfer of funds from BSIP to the bridge construction.**

# EAST SUSSEX COUNTY COUNCIL



## BUS SERVICE IMPROVEMENT PLAN

# **BSIP FARES & DISABLED PASSES**

# FARES – Disabled Concessionary Passes

- Change to hours of use: Proposal was in original BSIP plans
- Wanted to be sustainable and affordable
- Disabled households often on lower incomes
- Additional costs of being disabled
- East Sussex is second only to Dorset in percentage of people aged 65+



# FARES –

## Disabled Concessionary Passes



- Before 9.30am - for work, volunteering and more
- After 11pm - supporting socialising and more
- Estimated cost £75k - from revenue funding

# FARES - General



321  
single fares  
for less on  
buses in  
East Sussex

save

MORE BUS LESS FUSS  
Funded by  
UK Government

East Sussex  
County Council



**£6.10**  
**FOR ALL DAY**  
**BUS**  
**TRAVEL**

£4.75 for 19-29s  
£3.75 for under 19s

MORE BUS LESS FUSS  
Funded by  
UK Government

East Sussex  
County Council

# YOUR BUS JOURNEY

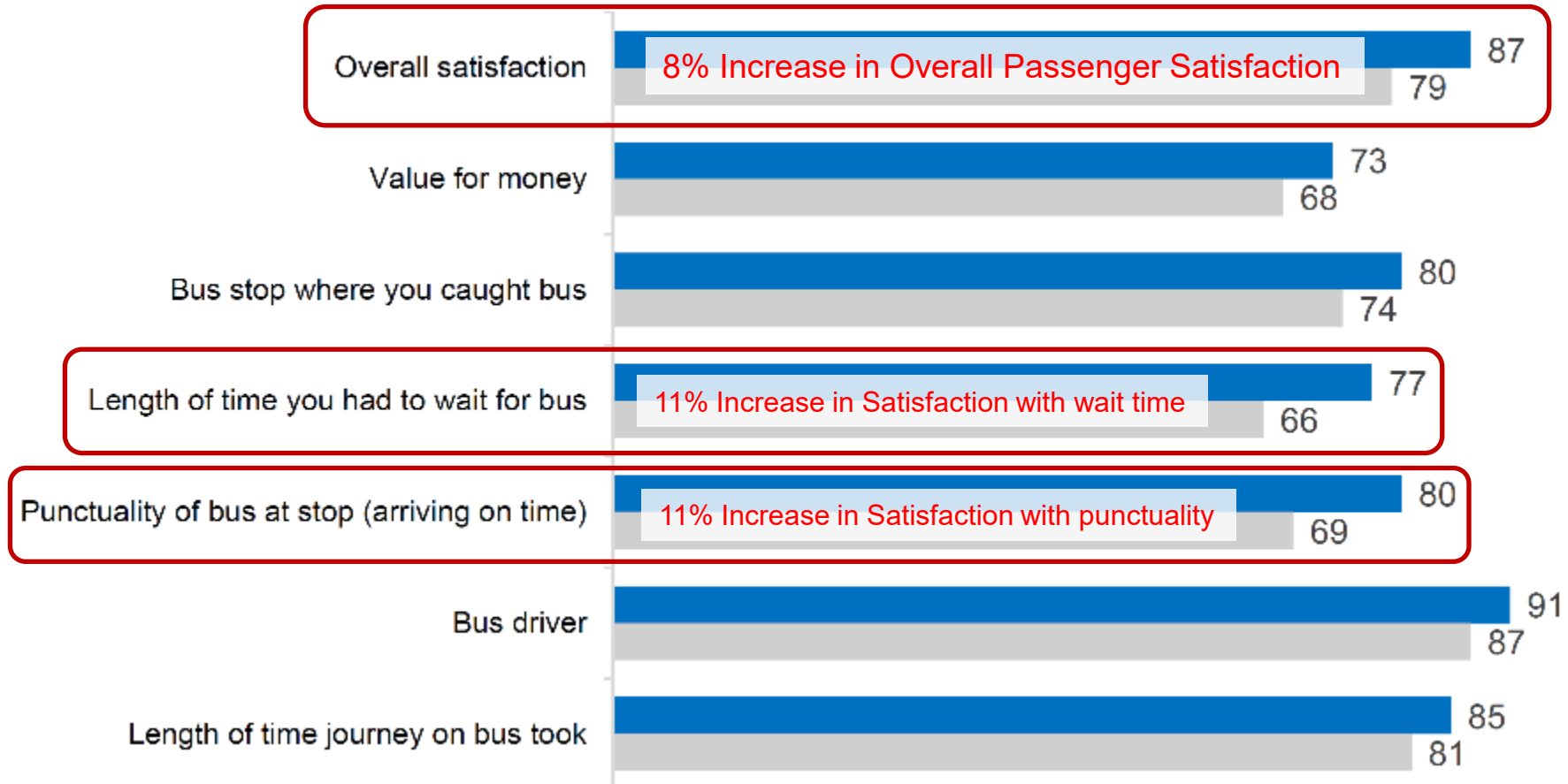
East Sussex Bus Service Improvement  
Plan - Transport Focus  
2024 results



# Your Bus Journey - a quick explainer

- Annual Passenger Survey - Feb/March-December
- Conducted on-bus/at stop
- 39 areas of England, Scotland and Wales
- East Sussex is in the semi-rural category
- Majority of questions are about satisfaction with specific journey
- Results for 2023 and 2024 - East Sussex 12<sup>th</sup> up from 26<sup>th</sup>

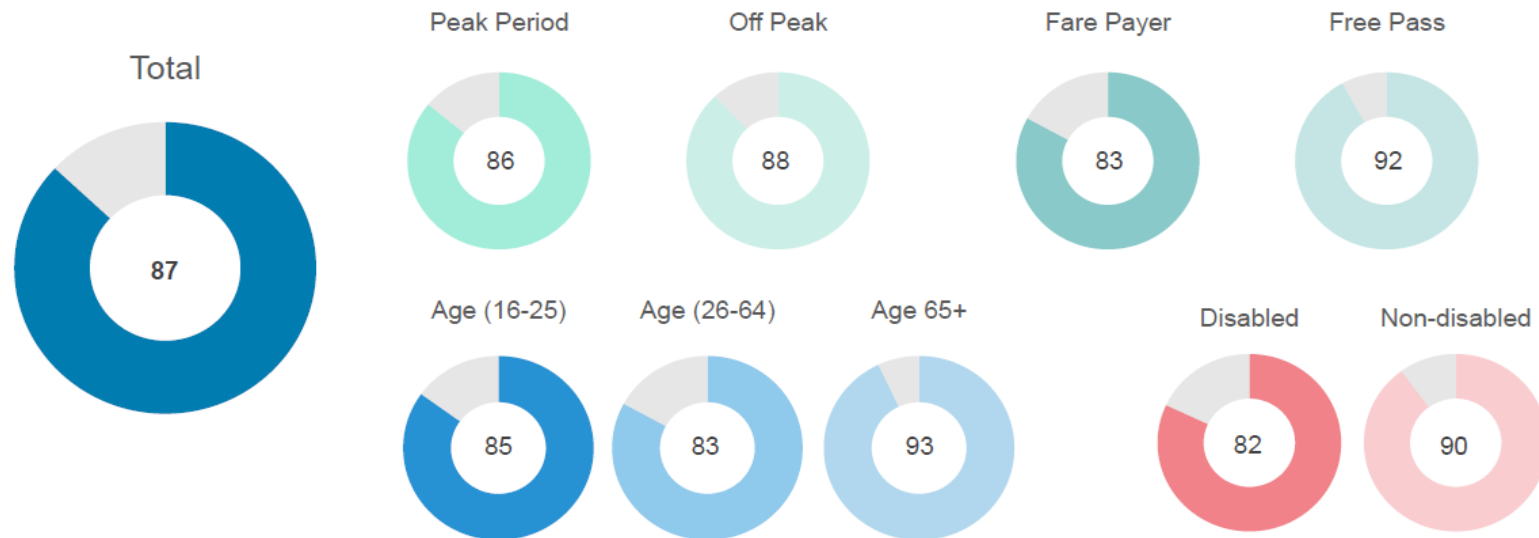
# YOUR BUS JOURNEY - 2023-2024 HEADLINES



# Your Bus Journey - Satisfaction

## Overall satisfaction with journey - summary

Satisfaction with bus journey (%) Total very and fairly satisfied

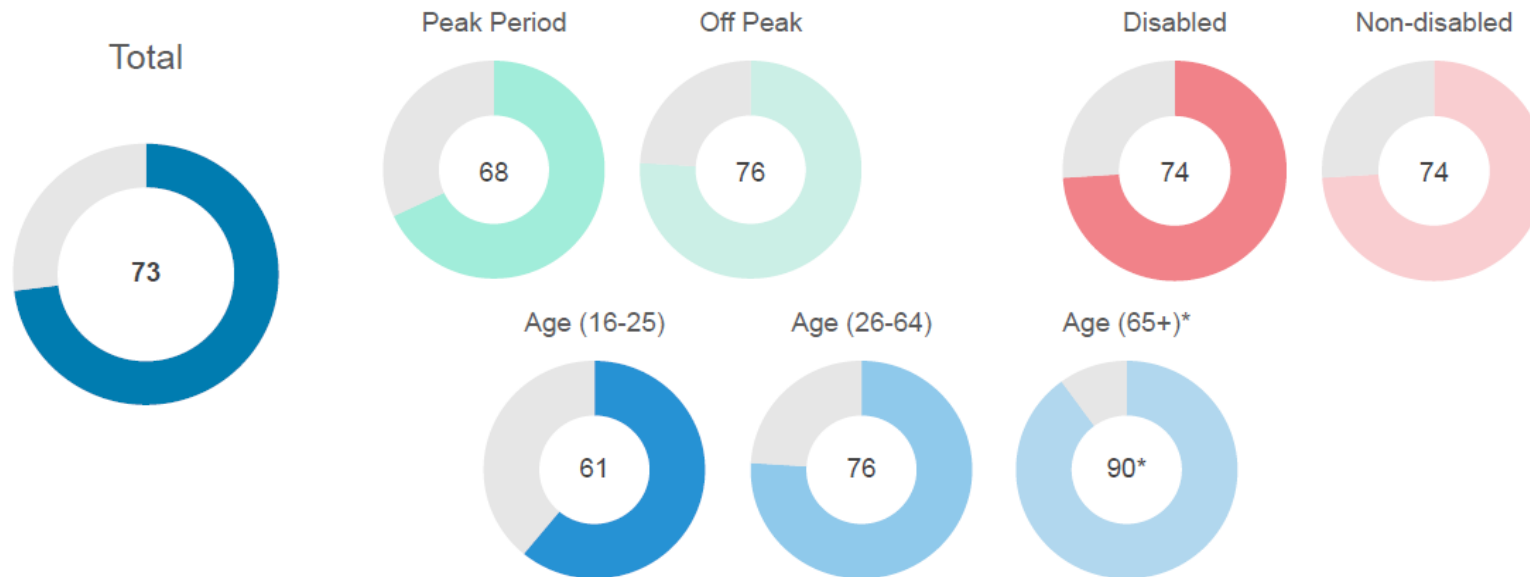


Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?  
Base: Full Year 906; Peak 237; Off Peak 647; Fare-payer 472; Free pass 401; Age 16-25 154; Age 26-64 371; Age 65+ 371;  
Disabled 274; Non-disabled 530

# Your Bus Journey – Value for money

## Value for money of the journey - summary

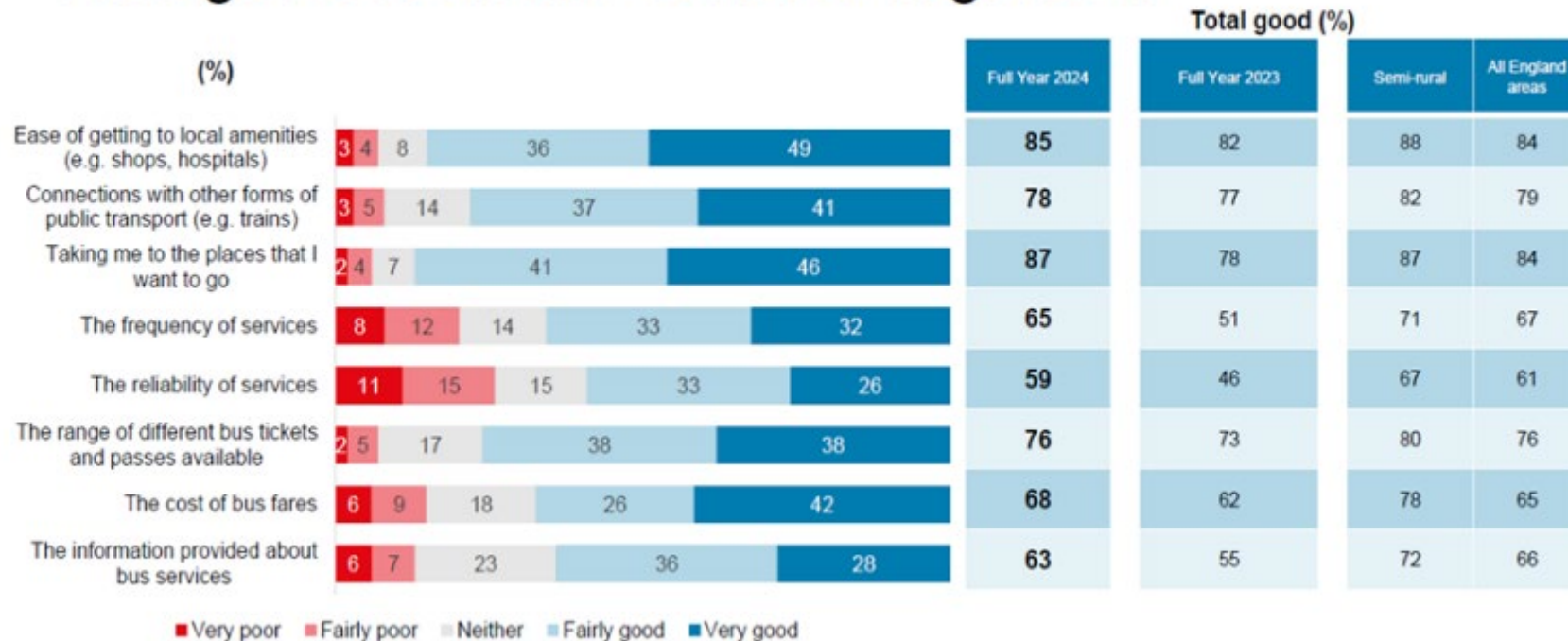
Satisfaction with the journey's value for money (%) amongst fare-payers Total very and fairly satisfied





# Your Bus Journey – Bus services in General

## Ratings for local bus services in general





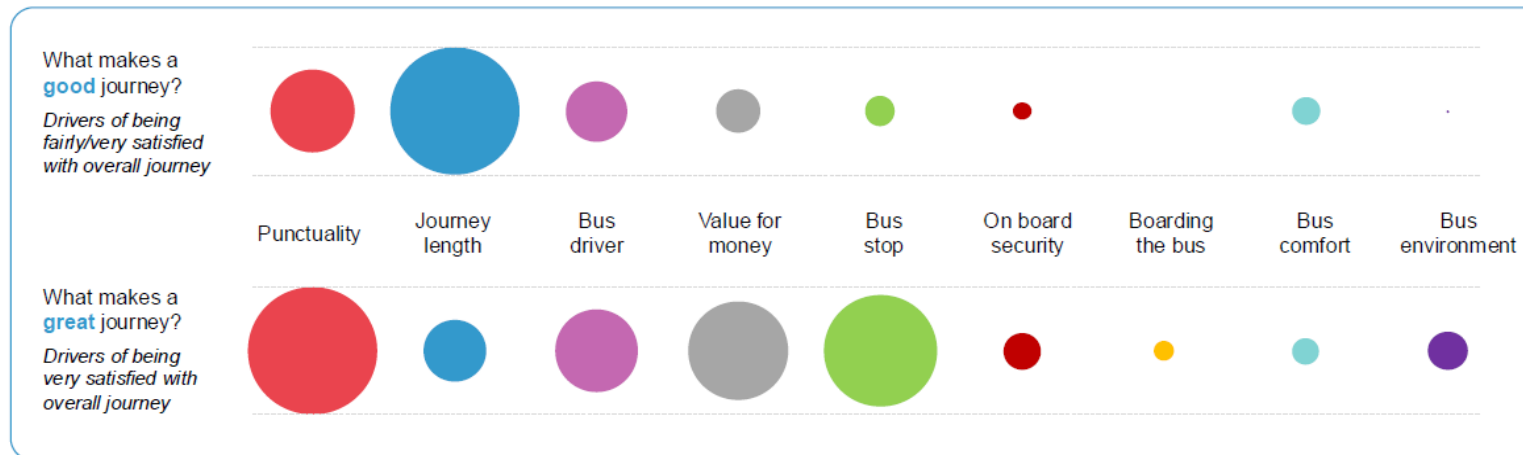
# Your Bus Journey – Key drivers

## Key driver analysis 2024: East Sussex

**Journey elements which have greatest association with overall satisfaction are the length of the journey and punctuality**

This means that, where the passenger experience of one or both of these is good, they are more likely to be satisfied overall. If punctuality or journey length is felt to be poor, the passenger is less likely to be satisfied overall. These two things should therefore be the top priority for bus service providers.

Other elements of the journey are important, but tend to have relatively less influence on satisfaction, as indicated.



Circle sizes indicate the relative association with – and therefore influence on – overall journey satisfaction

# BSIP

# Punctuality

# DATA COLLECTION

We actively monitor bus service reliability and punctuality using a range of data sources working closely with operators to improve reliability and punctuality.

Data sources:

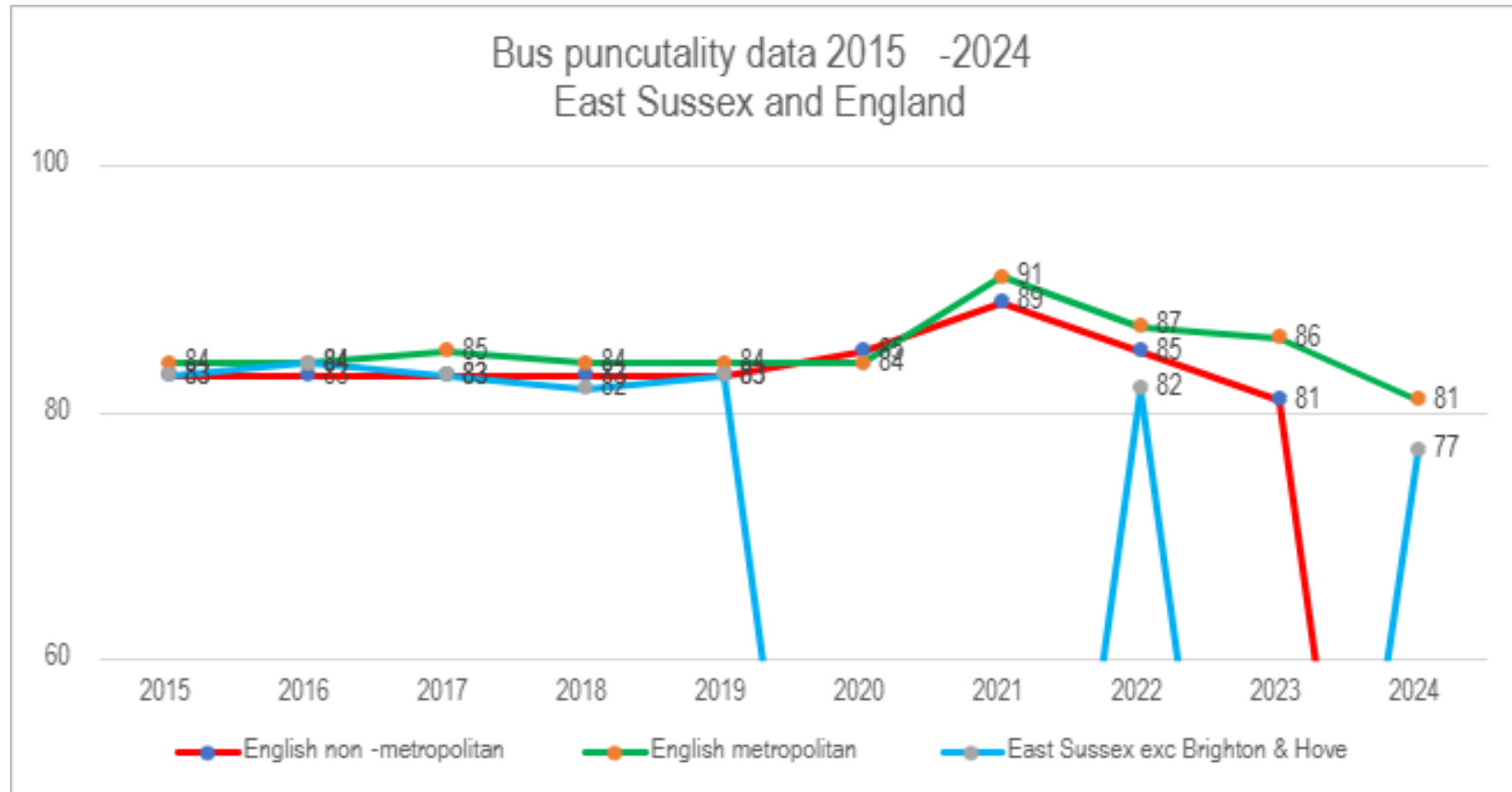
1. Bus operator data
2. Real Time Information system punctuality data
3. Bus Open Data Service (BODS) data.

Not necessarily that straightforward given the numbers

Over 2,500 bus stops in East Sussex (100s of 1000s of timing points)

Data losses can occur.

# How punctuality has varied - across time



# BSIP

## Real Time Information

# Real Time Information

QR codes are now on many timetables in the timetable case

'Next Buses to' is on more large-scale displays

Missing QR codes and screens not working can be reported to

[rti@eastsussex.gov.uk](mailto:rti@eastsussex.gov.uk)

Timetable information should come from operators' timetables - operators or the Bus Team can be contacted



# BSIP & ESCC

## ||| PART FUNDED SERVICES

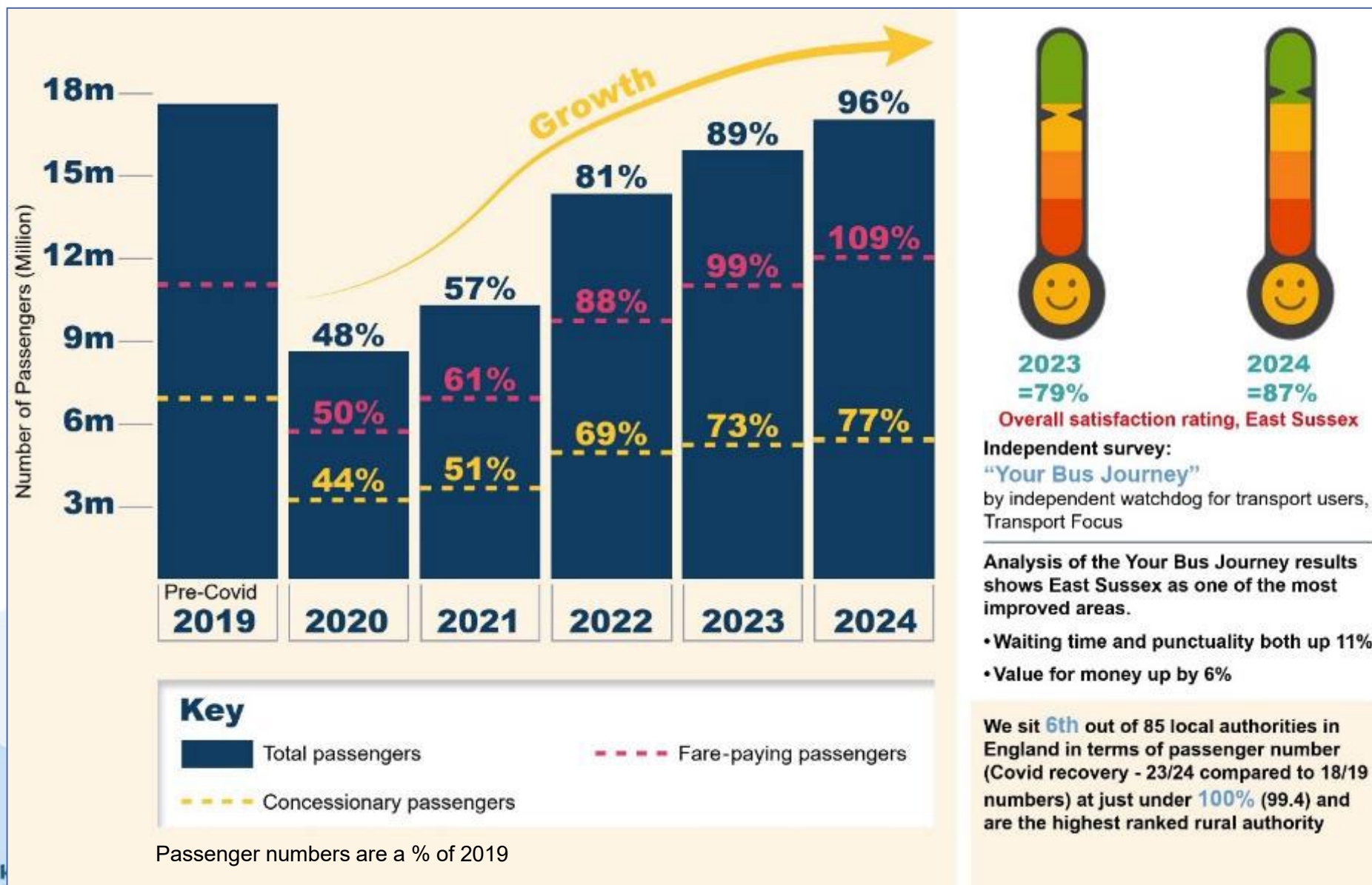
Service No	Part of service funded if not overall	Funding source
<b>The Loop</b>	Improved frequency	BSIP (DfT)
<b>1B</b>	Evening and Sunday service	BSIP (DfT)
<b>3, 3A</b>	The evening service along with one return per hour during the middle part of the day on Mondays to Saturdays	BSIP (DfT)
<b>4</b>	The service	ESCC
<b>5, 5A, 5B</b>	Evening service	ESCC
<b>6, 6A</b>	The service Evening service Sunday service	ESCC BSIP (DfT) Development contributions
<b>8</b>	Evening service	ESCC BSIP (DfT)
<b>24</b>	The service	ESCC
<b>28</b>	The extended route between Broyle Estate and Eastbourne (except the evening and Sunday journeys between Hailsham and Eastbourne)	BSIP (DfT)
<b>48</b>	The service	ESCC
<b>51</b>	Evening and Sunday service	BSIP (DfT)
<b>53, 53A</b>	Evening and Sunday service	BSIP (DfT)
<b>54, 54A, 54B</b>	Extension of daytime journeys to serve the Nevill Road area of Uckfield Service improvements	ESCC BSIP (DfT)
<b>58</b>	The service	ESCC
<b>125</b>	The service	ESCC

# BSIP

## What's next?



# PASSENGER GROWTH AND SATISFACTION



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# Brighton and Hove Buses



# Eastbourne Bus User Group

Ben Garcia

Business Development Manager



# Service Improvements

## From 08 June

1. 12X will now be every 15 mins.
2. Earlier 12X morning journeys going into Eastbourne.
3. 12X also running later into the evening.
4. 13X summer timetable is coming into effect with Mon-Sun journeys.
5. 13X going to every 20 mins on Sunday's for first time ever.





# New Buses

Coaster & Regency



# New Buses – Coaster & Regency

## Investment in East Sussex

As Nick shared with you all previously, we've investing in our Coaster & Regency fleet:

- 1. Last year, there were 38 new coaster buses investing £11 million
- 1. This year, a further 24 regency and 3 coaster buses investing £8 million.
- 1. Total £19 million in brand new buses to replace our East Sussex fleet.



# Dementia Action Week

**19 - 25 May**

We now know 1 million people will be living with dementia by 2030 and so as part of our commitment to a more accessible journey for everyone, it's essential we are also an age and dementia friendly business. all our colleagues are dementia friends.

Through our continued partnership working with Alzheimer's Society and Brighton & Hove City Council all our buses have dementia friendly flooring and all our newer buses also have seating with dementia friendly moquette.





# VE Day – Coaster Bus

**VE Day** Coaster bus named after World War II hero Stephen Barnwell who in 2015 was given the Freedom of the town of Rots and in 2019 was honoured and awarded the Chevalier de la Legion d'Honneur by the French government and the Dutch Liberation Medal by the Netherlands government.



# Eastbourne Sightseeing

- Friends of Eastbourne Seafront Membership Scheme
- Beachy Head Ambassadors
- Eastbourne Carnival





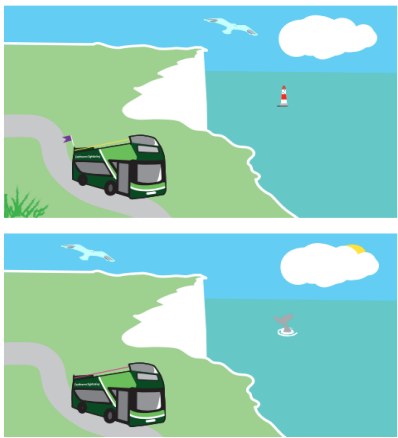
# Eastbourne Sightseeing

## Kids Packs



### SPOT THE DIFFERENCE

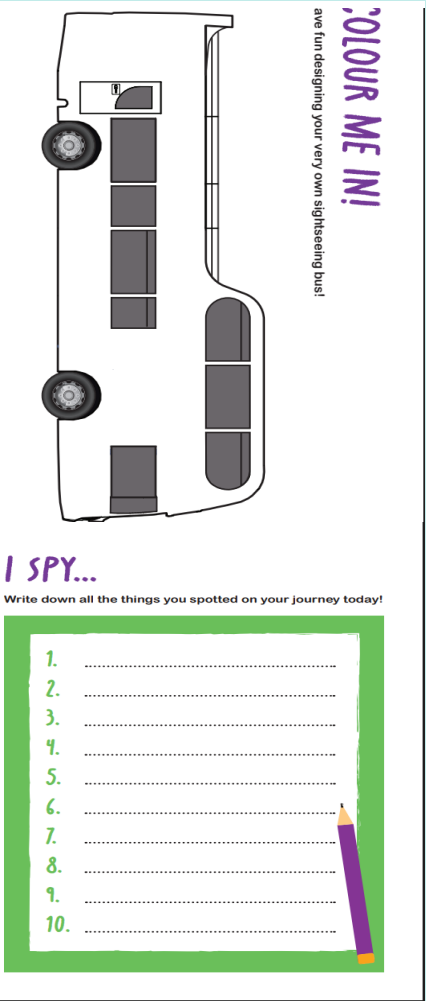
See if you can spot 6 differences between the two pictures!



### LISTEN UP!

See if you can fill in the blanks below!

1. Eastbourne Pier was opened in \_\_\_\_\_
2. What colour are the domes of Eastbourne Pier? \_\_\_\_\_
3. How long is the Pier? \_\_\_\_\_
4. What is the name of the famous white chalk cliffs? \_\_\_\_\_
5. Eastbourne is known as the Coast \_\_\_\_\_
6. What are Cocoliths? \_\_\_\_\_
7. Taiwanese pop star Chou filmed a video of his song \_\_\_\_\_ at the Seven Sisters cliffs
8. How many times has his song been viewed on Youtube? \_\_\_\_\_
9. What kind of sports championship is held in Eastbourne? \_\_\_\_\_
10. How old is the Redoubt Fortress? \_\_\_\_\_



## 36

## 36





**BRIGHTON  
HOVE &**  
buses.co.uk

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# **Devolution & Public transport**

**discussion led by  
Paul Bromley,  
Southeast Communities  
Rail Partnership**







## **Paul Bromley**

Community Rail line officer  
Marshlink line (stations from  
Eastbourne to Ashford  
International)

Marketing and communications  
officer for Southeast CRP (130  
stations on 10 lines)

Connect people, places and  
opportunities to their railway lines  
[paul@southeastcrp.org](mailto:paul@southeastcrp.org)





Southeast Communities Rail Partnership EABUG 17 June 2025





Ministry of Housing,  
Communities &  
Local Government

# English Devolution White Paper

Power and Partnership:  
Foundations for Growth

December 2024



This enhanced Devolution Framework will deliver:

- **Easier commutes** because Strategic Authorities are better able to join up transport networks through:
  - faster bus franchising;
  - joined-up transport funding;
  - a statutory role for Mayors in governing, managing, planning, and developing the rail network;
  - option for Mayors to control local rail stations;
  - and the right to request rail devolution for Established Mayoral Strategic Authorities.

<https://www.gov.uk/government/publications/english-devolution-white-paper-power-and-partnership-foundations-for-growth/english-devolution-white-paper>

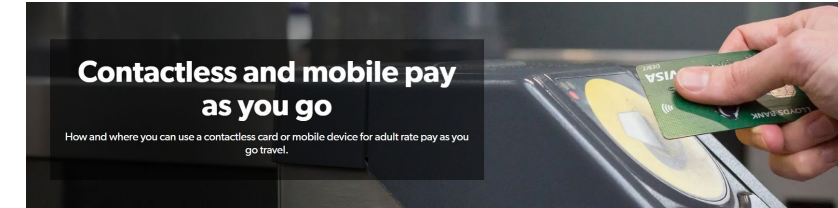
# Other developments affecting active travel/public transport and integrated transport



## Reeves pledges funds for northern rail but London left short

North and the regions benefit but Sadiq Khan disappointed as capital secures only one major request

● [Spending review 2025: key points at a glance](#)

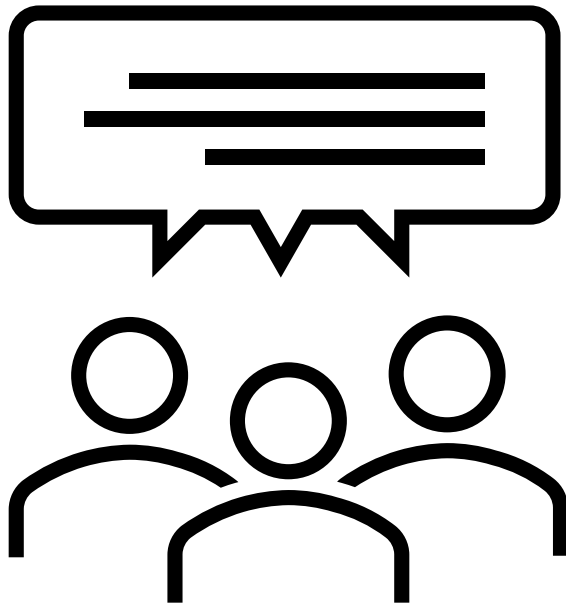


## PlusBus

### PlusBus eTicketing Launched Across GB

Our customers asked for PlusBus to be sold as an eTicket and we've delivered!

From 7th April 2025 you will be able to buy the brand-new PlusBus Day eTicket, which will include a QR Code, to use on your smartphone.



## What should be the top 3 transport priorities of a Sussex-wide Mayor?

1. Promote active travel, public transport, better walking and cycling facilities. More data. More open data.
2. Attract funding with ring fencing.
3. Integrated decarbonised transport combined with planning.

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**How can Real Time  
Information (RTI)  
for buses be  
improved?**

**Discussion topic**

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# **Feedback from discussion groups**

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# Final comments

Thank you for  
attending

Fresher's day at East  
Sussex College  
Eastbourne campus  
(date to be  
confirmed)

**Date of next  
meeting 14<sup>th</sup>  
October 2025**