

<b>Title of Meeting:</b>	Suffolk Enhanced Passenger Interest Group meeting
<b>Purpose or Mandate:</b>	A collaborative approach to improving passenger transport
<b>Date:</b>	14 <sup>th</sup> November 2023
<b>Place:</b>	Teams Meeting
<b>Time:</b>	1400 - 1540
<b>Attendees:</b>	<p>Simon Barnett (SB) – SCC (Chair)</p> <p>Elaine Root - Town Clerk – Hadleigh Town Council</p> <p>Robert Kemp - SCC</p> <p>Julian West – Thurston Parish Council</p> <p>Victoria Waples - Thurston Parish Council</p> <p>Virginia Tuck (VT) – Bildeston Parish Council</p> <p>Helen Johnston</p> <p>Vicky Phillips – Haverhill Town Council</p> <p>Irene Mitchell (IM) – Lavenham Parish Council</p> <p>Gloria Creasey</p> <p>Richard Bergson</p> <p>Norman and Denise Foster (NDF) – Mendlesham Parish Council</p> <p>Ben Walsh (BW)</p> <p>Vivienne Klimowicz (VK) – Stoke-by-Nayland Parish Council</p> <p>Tim Wells – Offton &amp; Willisham Parish Council</p> <p>Tom Hatrick – Kirton &amp; Falkenham Parish Council</p> <p>Cathy Whitaker - Newmarket Town Council</p> <p>Councillor Borda – Newmarket Town Council</p> <p>Andy Warnes (AW)</p> <p>Rupert Perry</p> <p>John Day – Wickham Market Parish Council</p> <p>Peter Dow (PD) - Elmswell Parish Council</p> <p>Richard Walker (RW) – Kersey Parish Council</p> <p>Luke Bennett – East Suffolk District Council</p> <p>Margaret Morris – Felixstowe Town Council &amp; Suffolk Coastal Disability Forum</p> <p>Katherine Davies – Babergh/Mid Suffolk District Council</p> <p>Neil Winstanley – Norton Parish Council</p> <p>Cllr James Wright (JW) – Rushmere Parish Council</p> <p>Michael Newsham – Ipswich Borough Council</p> <p>Mags Lambert – East Suffolk District Council</p> <p>Emma Forde (EF) - SCC</p> <p>Keith Spillett</p> <p>John Harvey</p> <p>Tim Register (TR) – Sudbury Town Council</p> <p>Alan Braithwaite (AB) – Monks Eleigh Parish Council</p> <p>Julian Brearley (JBR) - Hitcham PC</p> <p>Zoe Horlock</p> <p>Cllr Nick Mills - Coddensham Parish Council</p> <p>Cllr James Finch (JF) - SCC</p> <p>Gary Grainger – Eastern Education Group</p> <p>Town Clerk – Kesgrave Town Council</p>

	<p>Rhys Jarvis (RJ) – Southwold Town Council  Rachel Price – Sudbury Town Council  Toni Wisbey (TW) – Stradbroke Parish Council  Duncan McGregor – Denham Parish Council  Sam  Linzi Williams – Eastern Education Group  Jerry Brett - DWP Sudbury Employer Adviser  John Bann (JB) – Melton Parish Council  Bryan Frost – Trimley St Mary Parish Council  Peter Marjoram – NHS West Suffolk Hospital  Fiona Berry – NHS West Suffolk Hospital  Graeme Mateer – SCC  Sarah Hedges – West Suffolk NHS Community &amp; Integrated Services  Peter Hulbert – Newmarket Town Council</p>
<b>Apologies:</b>	None received
<b>Minute taker:</b>	Robert Kemp - SCC

Agenda item	Description	Information/Reports/Comments
1.	Introduction to the Enhanced Partnership	<p>SB – National Bus Strategy introduced by Government in 2021. Councils advised to set up Enhanced Partnerships (EP) with operators and other interested groups. Having an EP allows us to bid for funding via BSIP. Our first one was submitted in Oct 21 but was not successful. Less than 30 LA's received funding. There is a main Board (SCC &amp; operators) that set the strategy goals, Forum (open to all stakeholders), Councillor Group (SCC &amp; District Councillors) and Passenger Interest Group (all Parish Councils invited).</p> <p>Aim of this group is to discuss whether any changes to the network or infrastructure is actually what is needed locally.</p> <p>There is a vacancy for a member of the Passenger Interest Group to sit on the Forum. POST MEETING UPDATE: Ben Walsh has volunteered to take on this role alongside James Wright, but further interest is always welcome.</p>
2.	BSIP Update	<p>SB - Funding received by SCC for capacity enhancements to drive forward the BSIP.</p> <p>Mark Nicholas has been appointed as EP Marketing Manager and Emma Forde appointed as BSIP+ Delivery Manager.</p> <p>Looking at design works on schemes for bus priority - <a href="#">BSIP Plan Addendum</a></p> <p>There is some funding to keep the network stable as some operators are still struggling from covid.</p> <p>Refresh of the Customer Charter - <a href="#">Customer Charter</a></p>

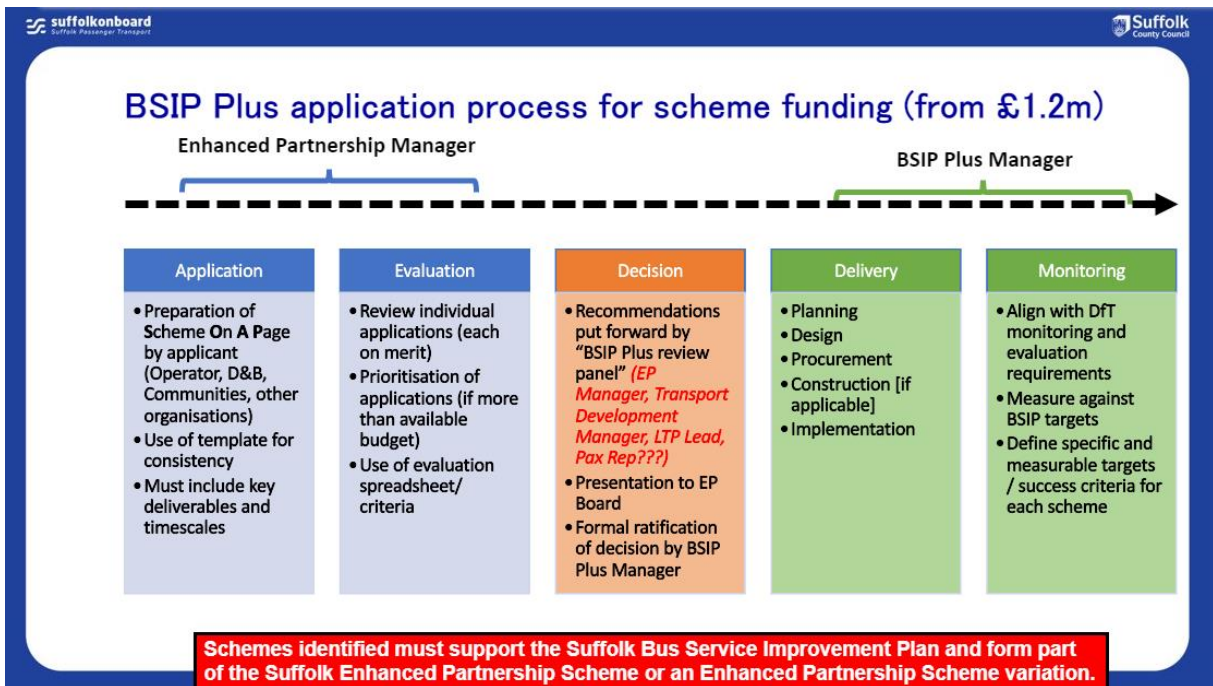
3.	BSIP+ Funding	<p>SB – Email has been sent out asking for ideas on how to spend the funding grant of £1.8m per year for 23/24 &amp; 24/25.</p> <p>EF – (see slides below)  Would like schemes up and running by the end of Mar 24. Any scheme needs to meet the objectives of the BSIP and be sustainable beyond the funding.  Applications to be made via on-line portal.</p> <p>JW – no particular concerns regarding application.  Thank you to Simon and the operator for the guide dog training that took place – all went well.</p> <p>TR – how can a scheme be self-sustaining after the funding ends?</p> <p>SB – Fares are currently capped at £2 (individual operator participation). Services are funded by fares income. Any schemes funded by BSIP will have to accept ENCTS. They need to be sufficiently attractive to encourage people to use them.</p> <p>BW (via Teams chat) - The £2 Fare Cap is really a 'game-changer', in making people 'come' to bus travel.</p> <p>RW – DRT is the best bet as in middle of nowhere. It's more about publicity.</p> <p>SB – Community Transport is largely run by voluntary organisations so only so much funding for booking/co-ordination. PC's could co-ordinate bookings themselves.</p> <p>EF – looking at the stats for demand in local communities to see how many residents in a catchment.</p> <p>TW – lots of jargon in the application form that needs explaining. Need to work with other PC's but don't know what they're doing? For voluntary run schemes the funding is not available.</p> <p>SB – Funding is to enhance existing services or create new ones. Not to be used for infrastructure.</p> <p>TW – can it be used to top up funding for High Suffolk? Would like to see survey results.</p> <p>NDF (via Teams chat) - We are both Mendlesham Parish Councils. Existing bus services in place are Simonds, Ipswich to Diss and Dan's Bus taking us to Stowmarket on just Thursdays. The Mendlesham residents are asking for more days to be added to Stowmarket journeys. Question is....we need to CONSULT FULLY with our community and need something printed on Face Book Spotted In Mendlesham and MPC E news to communicate with the digital users and the printed newsletter for readers of</p>
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		<p>paper messages. This Plan today offers very little consultation with the public who are a majority of car owners and users. Empty buses is the thing to avoid so therefore venues and stops are to be decided. We will need to use Stowupland as a consultee because the buses contain more people in this part.</p> <p>SB – yes, to consultation. The second deadline is 20<sup>th</sup> Dec although bids will still be accepted beyond that. We need to show a commitment this year to get the funding for next year.</p> <p>PH – Would like to see an improvement with Stephensons. Can they have a meeting with them to discuss Kentford?</p> <p>SB – Yes. Need to see bids in from PC’s who are working with operators.</p> <p>JB – can they bid for funding for shelters, timetables and RTPI?</p> <p>SB – not technically, it is revenue funding for supporting services. Can apply to convert some money to capital but DfT would need to approve. Funding of bus priority schemes is for the design process only.</p> <p>JB – if looking for costings will need to go to the operator.</p> <p>SB – if anyone can come with a costed proposal then great but you’ll not be penalised if not. Doesn’t just have to be a bus, can look at other alternatives eg community car/taxi bus.</p> <p>JBR – will be putting out a questionnaire to find out what residents want. Will get mixed/conflicting requirements in nearby communities. This needs to be co-ordinated.</p> <p>SB – this will be part of the evaluation process.</p> <p>VT – we have a good relationship with Go Start (Bildeston to Sudbury service) which runs with subsidy from PC’s. Worried that PC’s will need to subsidise more services. Looking at new services to Stowmarket to connect to the rail station. Putting article in village magazine.</p> <p>SB – not trying to push funding onto PC’s. It can come from the BSIP pot but if the PC’s can contribute it may make it sustainable for longer. Statements from PC’s to say they have consulted with residents and have their general support.</p> <p>VK – what are the weighting/priorities for evaluation? What is the social aspect criteria?</p>
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		<p>JF – thank everyone for their thoughts and ideas. I endorse comments about connectivity. What collaboration is done with surrounding Local Authorities?</p> <p>SB – meetings are held between the Passenger Transport heads of Essex, Norfolk and Cambridge/Peterborough. Passenger don't see county boundaries.</p> <p>JF – have gone to operator to ask what they can do to make service viable.</p> <p>SB – Swaffham Flexi Bus (Norfolk) and Essex DigiGo Bus (Essex) can both book by app and are more advanced than our Community Transport bookings. However both cover a small area but are costing more than we have for our entire budget for Suffolk.</p> <p>SH – in West Suffolk, getting providers round the table to look at integrated options. Can submissions from any PC's be sent to West Suffolk so we can look to integrate into a bigger bid?</p> <p>IM – has a service but it doesn't meet the needs of Lavenham and surrounding villages between Sudbury and Bury St Edmunds. Need something for the evening economy for hospitality and jobs. Students can't get a bus due to capacity issues at certain times of the day.</p>
4.	AOB	<p>SB – lots of new people in the meeting today with transport needs. Do speak to operators as they do want to know where potential passengers are, where they want to travel to and when.</p> <p>Please put your bids in.</p>
5.	Date of next meeting	1400 – 9 <sup>th</sup> January 2024

# BSIP+ Scheme on a Page Timeline 2023-2024



## BSIP Plus Scheme on a Page - online

Project Proposal	Provide brief description of the project	What does this project deliver?	How will we measure success of the project?
	What do you need to do or change to achieve this	What are the implications if this project is not supported?	What are the key deliverables and outcomes?
	What do you need from other organisations to make this happen – SCC, bus operators, other partners?		
What are the indicative costs and benefits?	What is the estimated cost to deliver this project?	What are the financial and non-financial benefits this project will bring to the community?	What are you offering as part of the project? - match in kind funding - zero emission bus fleet / higher spec vehicles - space for a travel hub - volunteer drivers - service coordination support - production and distribution of publicity materials
Timescales	Planning	Design	Procurement
			Construction
			Implementation
Decision requested:			

## Scheme on a Page – worked example

Why do we want to do this?	What is the project? <i>Travel Hubs: we plan to introduce a new travel hubs to an isolated community (based on existing "heat mapping" which identifies areas of transport desert in Suffolk; who don't currently have access to bus services. These hubs will be served by DRT, shared car, taxi or minibus (all could be EV) and meet existing bus routes (supporting the bus network) Hubs will include shelters, real time info, and cycle racks to enable different models to use them and will be sited on existing sites</i>	How does this project support delivery of Suffolk's BSIP and EP? <ul style="list-style-type: none"> <li>Reducing reliance on the car</li> <li>Cutting down parking in our villages and towns</li> <li>Supporting existing bus routes</li> <li>Providing new routes from communities who don't currently have transport</li> <li>Appropriate transport for the situation</li> <li>Works closely with Active Travel values</li> </ul>	How will we know if the project has been successful? <ul style="list-style-type: none"> <li>Increased patronage on local bus services (which is measurable via electronic ticket machine data)</li> <li>Patronage via local community based data for the shared car/taxi or DRT scheme (collected and collated locally)</li> <li>Via feedback from local members – we will know if this is successful by the number of elected members asking for a similar scheme in their area</li> <li>Passenger Survey data</li> </ul>	
	What are the indicative costs and benefits?	What is the estimated cost to deliver? = £110k <ul style="list-style-type: none"> <li>Gold shelters are approx. £50k each</li> <li>DRT or shared taxi schemes roughly equals to £500/week. A valid scheme needs 2 years to bed in (based on national data for DRT) = £50k per scheme</li> <li>Advertising/bus info £10k (2 years at £5k ea)</li> <li>Community assistance (Officer time) for tendering/contract management etc would be offered free by SCC</li> </ul>	What are the financial and non-financial benefits? <ul style="list-style-type: none"> <li>Support to the local bus network – which has been struggling post Covid</li> <li>Increased patronage = increased access to local services such as retail, health, work etc</li> <li>Non-financial; reducing social isolation, increasing inclusion, greater accessibility and there is good data nationally on how access to transport = benefits wellbeing/mental health</li> </ul>	
	What are the key deliverables and timescales?	What do you need to do or change to achieve this? <ul style="list-style-type: none"> <li>Full community engagement</li> <li>A change in public mindset about how DRT can interact with bus services</li> <li>Positive advertising</li> <li>Time for the DRT to bed in (usually 2 years)</li> </ul>	What are the implications if this project is not supported? Bus services and service funding is under threat across the UK based on a lack of patronage, increased car usage and the after effects of covid. Reducing the current bus network will lead to increased social isolation, a lack of public accessibility and an increase to ACS budgets	What are the key timescales and deliverables? Travel Hubs are in the Councils BSIP. Suffolk did not receive BSIP funding. We cannot afford to deliver travel hubs without new funding. We could start to deliver travel hubs quite quickly because no new infrastructure would be needed – we intend to use existing sites; car parks, village halls etc
Decision requested: We realise that £ is a huge ask to deliver one travel hub but we believe this will make a huge difference to the local transport network and have really useful outcomes for inclusion and isolation agendas. Our BSIP suggests we will introduce two of these travel hubs per year – we think we could possibly introduce three per year but we would require funding for each. So, if more funding were available – this scheme is scalable				