

# **A report into the findings of the Bexhill Better Buses Survey**

*Report published by Cllr Christine Bayliss and adopted by the  
Rother Alliance – Rother District Council  
July 2021*

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*Please note that respondents’ comments are reproduced as written*

# Bexhill Better Buses

## Introduction

The 'Bexhill Better Buses Survey started off as a standalone piece of work around the Labour Party County Council campaign to improve bus services in Bexhill. It was felt that while the more affluent areas of Bexhill were served by frequent and affordable services the most deprived Ward in Bexhill, Sidley was effectively cut off from the rest of the town during the evening. The last bus from the town centre leaves at 7.37pm from Devonshire Road and the last bus from Southlands Ave to the town centre leaves at 7.14pm.

Without adequate and affordable bus services, Sidley residents miss out on opportunities for employment in the growing evening economy in Bexhill Town Centre, the opportunity to enjoy concerts and other leisure activities at the De La Warr Pavilion or visit family and friends in the evening. While this has been acknowledged as a long-standing issue with anecdotal evidence around the impact for individuals and businesses, we know that there is a lack of quantitative and qualitative data to support the case to introduce new services. The idea behind collecting user data was to strengthen the arguments around increasing the subsidies for evening services and to identify what would encourage greater use of buses. We also asked about the use of Bexhill's Community Bus and we have suggested an extension of that service to cover Sidley.

The survey was launched across Bexhill in April 2021 at roughly the same time as the Government launched a new post covid strategy for Bus Services 'Bus Back Better'. The strategy requires Local Transport Authorities – in our case East Sussex County Council (ESCC) to develop plans to improve bus services which have been in steady decline over several years. The analysis, therefore, not only looks at the data collected from users and non-users of bus services in Bexhill but also at the current pattern of service provision and whether that can meet the policy objectives set out by the government.

The County Council have responded positively to the Government's new 'Bus Back Better' strategy and have adopted the Enhanced Partnership approach and are currently developing a Bus Improvement Strategy to be published in the Autumn. We trust that the survey data and analysis can feed into improving Bexhill bus services.

## Headline Findings

- There is evidence of unmet demand for bus services. 86% of respondents said they would prefer to use the bus more often.
- Nearly two thirds of those who said they were non or infrequent bus travellers cited buses 'not being available at the times when I need to travel' as a reason why they didn't use the bus more often.
- 55% of respondents said they would use a bus service between 6.30pm and 11.30pm.

- In relation to evening services 40% of those of working age said that they could use an evening service to access work.
- Only 13% of respondents use the Bexhill Community Bus, dropping to 4% for respondents from Sidley. The area with the highest usage was Little Common where just over a quarter of respondents have used the Community Bus.
- Sidley residents living in one of the most deprived wards in the country do not benefit from the affordable transport provided by Bexhill Community Bus. This means that our poorest residents pay the highest fares to travel in Bexhill.
- There does not appear to be any strategic plan to join up bus services with rail services stopping at Cooden Beach, Collington and Bexhill. Rail services are significantly cheaper, faster and more reliable than the bus service towards Eastbourne and Hastings.

### Recommendations

- Urge East Sussex County Council to take full advantage of the decision to establish an 'Enhanced Partnership' and to work with Stagecoach and Bexhill Community Bus to improve bus services in Bexhill and the wider County.
- Work up plans to introduce evening services for all the communities in Bexhill. This will enable residents to take up jobs and new opportunities in Bexhill's evening economy.
- Make sure that the North Bexhill Business Park is well served by public transport and that there is a direct link with Bexhill railway station to ensure that, as jobs come on stream, they are not reliant on car journeys for access.
- Undertake more work with schools, post 16 providers, parents and students to ensure greater take up of bus travel as a means of travelling to and from school and college.
- Examine alternative affordable bus services to the Tesco Store at Ravenside following cancellation of their twice weekly free bus service in July 2021.
- Work with the Bexhill Community Bus board to ensure that affordable travel is available to Sidley residents to correct this historic social injustice.
- Urge Bexhill Community Bus to publicise their network, fares and timetable to increase the public's awareness of the service.

### Local context

Bus usage has been in decline in East Sussex for several years. From a peak in journeys during 2013/14 there has been a steady decline.



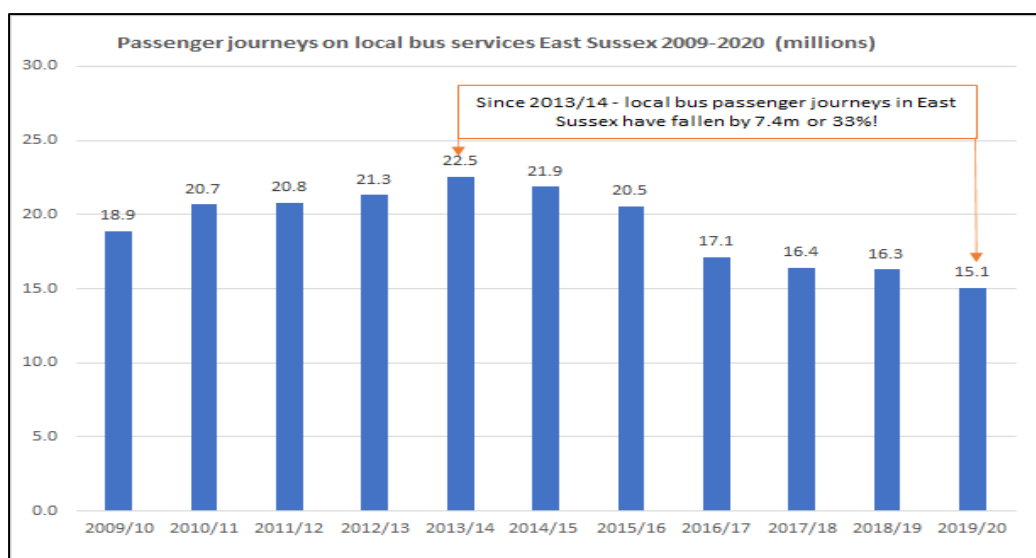


Figure 1 East Sussex Bus Journeys 2009/10 to 2019/20

East Sussex has seen the steepest drop off in bus journeys amongst South East Authorities. Similarly, Bexhill Community Bus has seen a similar decline in bus journeys. Although prior to the pandemic bus Journeys were beginning to uptick. However, the pandemic saw a reduction in journeys of 61% and it is likely to take some time before they can rebuild it to 2019 levels. (See Figure X for data) In terms of wider policy implications, the impact on climate change of a switch from public transport to private car journeys cannot be over-emphasised.

Bexhill is served by two operators, Stagecoach and Bexhill Community Bus. See ANNEX A for the current route map for Bexhill. Currently Stagecoach provides the main commercial services and operate the Nos 95, 96, 97, 98, 98a and 99 routes. Bexhill Community Bus operate Nos 11, 12 13 and 14. Rambler Coaches provided a free bus service to Tesco serving residential areas in Bexhill. However, this service was withdrawn with little notice at the beginning of July 2021.

Prior to 2018 Renown Transport Services operated some of the Bexhill services but in 2018 the operators had to call in the receivers and the services were transferred to Eastbourne Coachways. In 2019, East Sussex County Council withdrew the PSV operator's licence for Eastbourne Coachways due to concerns relating to business links between Eastbourne Coachways and Renown Transport Services. Services were re-tendered and awarded to Stagecoach but some routes were cut back and in particular the direct



route between Little Common and Sidley that had served pupils at Bexhill Academy was cut. The County Council wrote to parents in June 2019 stating that the reduction in service was required to ensure that remaining services were affordable with the County Council's limited budget.

In East Sussex, most bus services are commercially run by bus operators. This means that they are reliant on income from bus users to operate the service. However, legislation allows the County Council to subsidise buses which cannot run at a profit but are seen to be socially necessary for the community. There is discretion as to what services, if any, are provided within the limited funding available and in East Sussex these were last determined in 2014 when the County Council undertook a major assessment of travel needs. Based on the findings and following extensive public consultation, East Sussex County Council's agreed a 'needs based' based public transport commissioning strategy.

The commissioning strategy set out a hierarchy of service provision:

Priority 1 – Enable children eligible for statutory free home to school transport to travel to the nearest suitable school or college

Priority 2 – Enable residents to get to work at key centres during peak times

Priority 3 – Enable residents to access essential services during the day on a minimum of two days per week

Priority 4 – Enable children who are not eligible for statutory free home to school transport to travel to the nearest available school or college

The following services in Bexhill are subsidised by the County Council

Service 94 Little Common – Bexhill STAGECOACH

Service 95 Bexhill – Ninfield – Catsfield – Battle- Conquest Hospital STAGECOACH

Service 96 Little Common – Cooden Beach – Bexhill – Ridgewood Gardens STAGECOACH

Service 97 Bexhill- Glenleigh Park – Hooe STAGECOACH



None of the Bexhill Community Bus routes are subsidised by the County Council which serves all areas of Bexhill except for Sidley. It is also interesting to note that the current arrangements do not subsidise the Stagecoach services running between Sidley and Bexhill Town Centre – whereas services that serve the more affluent areas of the Town are subsidised. This perversely means that a passenger in Little Common who uses the Bexhill Community Bus to travel to the town centre pays the flat fare of £1 each way, whereas the passenger travelling from Sidley pays significantly more at £1.80 or 80% more for a single fare journey into Bexhill. Even the cost of £2.70 for a return ticket from Sidley to the Town Centre represents a 35% differential on the cost of the Bexhill Community Bus fare. This cannot be right or fair.

The loss of the Free Rambler service to Tesco Ravenside is also significant, given that this is the biggest retail complex in Bexhill and is not served by a railway station. This means that its customers are probably car drivers. The withdrawal of the twice weekly service is therefore likely to add to congestion and levels of pollution.

### Changing National Policy Context

Earlier this year the Government launched 'Bus Back Better' - a new strategy to dramatically improve bus services in England outside of London.<sup>1</sup> The aim is to encourage more people onto buses by introducing 'Enhanced partnerships' that proactively plan how services can be improved and expanded as opposed to the current tendering and franchising scheme which plan on existing needs. These Enhanced Partnerships operate in a different way from the current arrangements that currently exist in East Sussex. This is where an operator franchises or competitively tenders to run a particular route. However, with Stagecoach having a virtual monopoly in Bexhill and Bexhill Community Bus not bidding to run services, the 'market' does not produce the most efficient outcomes. An Enhanced Partnership on the other hand will involve the Local Transport Authority (LTA), in our case East Sussex County Council, working with local operators to plan how bus services can be improved to help sustain and crucially grow services.

The timetable for delivering 'Bus Back Better' is in three stages. The LTA needs to have committed to developing an Enhanced Partnership by the end of June 2021. From the 1<sup>st</sup> July they must start the process of developing a Bus Service Improvement Plan which needs to be published by the end of October 2021. The final stage is delivery, rolling out from April 2022.

<sup>1</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/980227/DfT-Bus-Back-Better-national-bus-strategy-for-England.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/980227/DfT-Bus-Back-Better-national-bus-strategy-for-England.pdf)

In response to the Government's new strategy the County Council's lead member for Transport and Environment, Cllr Claire Dowling, agreed in June 2021 for the development of an Enhanced Partnership for East Sussex, the development of an Enhanced Partnership Plan and accompanying Enhanced Partnership Scheme.

The minutes of the Transport Committee meeting on the 21<sup>st</sup> June record that *"the establishment of the Enhanced Partnership together with required additional funding from Government is an opportunity to make significant improvements to bus services in East Sussex. From 1 July 2021 COVID-19 Bus Services Support Grant (CBSSG) and any successor funding to it; funding to transform services as outlined in the Strategy; and Bus Service Operators Grant, will only be available to Local Transport Authorities who have committed to entering into Enhanced Partnerships or started the statutory process of franchising services, and to operators who co-operate with the process. There would therefore be a very significant impact of not complying with the requirements of the Government Bus Back Better Strategy, potentially leading to the collapse of the commercial East Sussex bus market and a call on unsustainable levels of Council funding to replace it".*<sup>2</sup>

## Climate Change

Both East Sussex County Council and Rother District Council have declared a Climate Emergency. In line with government policy on climate change there is an acknowledged need to reverse the decline in bus travel and provide sustainable alternatives to car use. East Sussex County Council's action plan urges walking, cycling or use of public transport along with an aim to reduce car use and switch to electric vehicles.

## Survey Data analysis

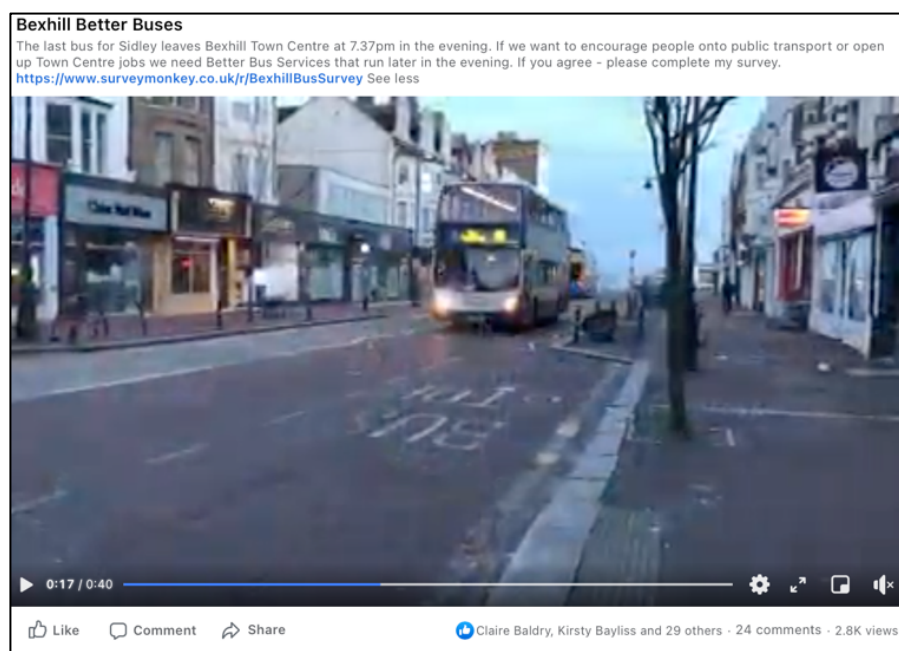


Figure 2 Example Social Media Post

<sup>2</sup> <https://democracy.eastsussex.gov.uk/ieListDocuments.aspx?CId=177&MId=4827>



The survey was launched during the County Council elections campaign in Spring 2021. It ran on social media from 29 March and closed on 31 May. It was completed by 214 individuals.

It was promoted mainly on Facebook using Facebook advertising. The main post and video promotion attracted 2.8K views and 24 comments.

**Question 1** asked where the respondent lives?

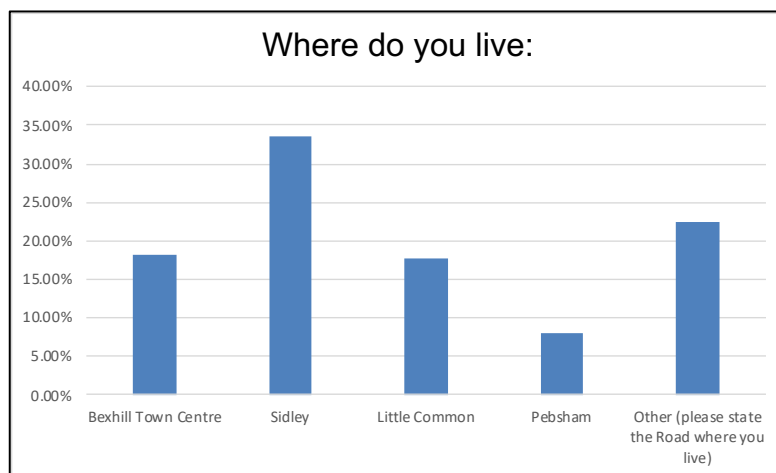


Figure 3 'Where do you live?'

The response from residents living in Pebsham was disappointing but otherwise there was a good response from Sidley and then from Bexhill Town Centre and Little Common. Where residents marked 'Other' they cited roads that would not fall naturally into one of the four distinctive neighbourhoods, for example, Sutherland Ave or Deans Drive.

To note: If we were to reproduce or run this survey again we would ask respondents to enter their postcode so we would get a more accurate picture of where survey respondents live.

**Question 2** Asked about Age of respondents:

There was a reasonable spread of ages. The age category with the most respondents (51 in number) was the 65 to 74 age group.

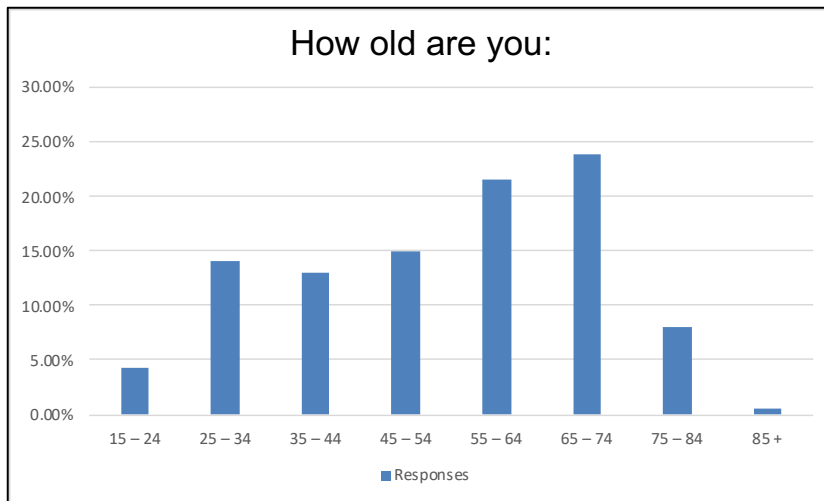


Figure 4 The age profile of respondents

We were disappointed to only capture data from a small number of pupils and college students. (Only 9 respondents aged under 24) Anecdotally, we know that there is a huge untapped demand for bus travel from the Little Common community to Bexhill Academy. Local councillors in St Marks report that only a small number of students make use of the current bus service. This leads to increased levels of pollutions and dangerous levels of congestion, in and around Gunters Lane and Turkey Road, during the morning drop-off and afternoon pick-up of pupils.

**Question 3** Asked about employment status. Just over 40% were employed either in a workplace, working from home or on furlough. 36% were retired. Where respondents ticked 'other' most stated that they were disabled an unable to work.

Answer Choices	Responses	
A school student	0.47%	1
A College or University Student	1.87%	4
Employed – Furlough	0.93%	2
Employed – Currently working from home	11.21%	24
Employed – In a workplace	29.44%	63
Self-employed – Currently working from home	2.80%	6
Self-employed – Working outside the home	4.67%	10
Unemployed	6.54%	14
Retired	35.98%	77
Other (please specify)	6.07%	13
<b>Answered</b>		<b>214</b>

Figure 5 Employment status of respondents

**Question 4** Asked about gender. There was a significant imbalance in that only 23% of the respondents were male. This may have been due to more females engaging with Facebook than males. However statistical data from the Department of transport show that in relation to local bus journeys, females took on average a third more journeys than men in

2019.<sup>3</sup> Therefore they may be more likely to respond to a survey about improving local bus services.

**Question 5** asked whether respondents have a disability with just under a fifth saying yes. 33% of disabled respondents live in Sidley with 28% living in 'other areas'. 93% of disabled respondents would like to use a bus more often with 50% not making any bus journeys in the month preceding completion of the survey. Those that had made at least one bus journey indicated that they did so for shopping purposes.

**Question 6** asked about the number of journeys respondents had made in the last month. This showed that most respondents (54%) had not made any journeys in the previous month. The number of respondents declines as the number of journeys increase. 17% made between 1 and 2 journeys, 15% between 2 – 10 journeys and 14% over 10 journeys. If we match the data on journeys with neighbourhoods, we can see that respondents living in Sidley made the most bus journeys (if the 'other' category is discounted). The other interesting point is that people from Sidley who do use buses are much more likely to use them a lot (>10) as compared with those from Little Common and Town Centre residents. This may be down to Sidley having fewer transport alternatives.

Bus Journeys in last month by area	None	1	2 to 10	Over 10	Total
Sidley	34	17	9	12	72
Town Centre	21	10	6	2	39
Little Common	23	5	7	3	38
Other	38	5	10	12	65
<b>Total</b>	<b>116</b>	<b>37</b>	<b>32</b>	<b>29</b>	<b>214</b>
Bus Journeys in last month as percent of area respondents	None	1	2 to 10	Over 10	Total
Sidley	47.20%	23.60%	12.50%	16.70%	100.00%
Town Centre	53.80%	25.60%	15.40%	5.10%	100.00%
Little Common	60.50%	13.20%	18.40%	7.90%	100.00%
Other	58.50%	7.70%	15.40%	18.50%	100.00%
<b>Total</b>	<b>54.20%</b>	<b>17.30%</b>	<b>15.00%</b>	<b>13.60%</b>	<b>100</b>

Figure 6 Number of journeys taken by neighbourhood

**Question 7** followed up by asking whether the answer would have been different before March 2020 with just over 52% saying yes. One Town Centre resident commented "Went everywhere by bus before pandemic" and another said "Too many people don't wear a mask or wear it incorrectly" as a reason why they used the bus less now than before the pandemic.

**Question 8** looked at the main reason for travelling by bus. If we look at the data from those respondents who reported taking at least one bus journey in the previous month (98) we can see that there are an equal number of respondents who used the bus to get to work as to go shopping.

<sup>3</sup> NTS0601: [Average number of trips \(trip rates\) by age, gender and main mode: England](#) (ODS, 475KB)

What is your main reason for travelling by bus?		
Answer Choices	Responses	
To get to work	29.59%	29
For shopping	29.59%	29
For leisure	13.27%	13
Visiting family or friends	6.12%	6
Taking children to school	6.12%	6
Medical Appointment	5.10%	5
To visit someone in hospital	1.02%	1
Not applicable to me	0.00%	0
Other (please specify)	9.18%	9
	<b>Answered</b>	<b>98</b>

Figure 7 The main reasons for travelling by bus (for those taking at least one journey in the last month)

Where respondents selected 'other' some cited that they travel by bus for all the reasons listed because they do not have a car. One respondent wrote "My car was in the garage and my son loves buses, so we travelled home on one".

**Question 9** Asks whether respondents would prefer to use the bus more often, with 86% saying yes, just over 6.5% saying no and 7.5% not sure. This shows that there is a willingness out there to use public transport including buses for work and shopping. This overwhelmingly positive response demonstrates that a more proactive approach to developing services in Bexhill, that not only meet current needs but that can increase demand, is likely to be successful.

**Question 10** Tests opinion of whether a reliable bus service until 11.30pm would give greater access to a range of activities and invites respondents to tick all that apply.

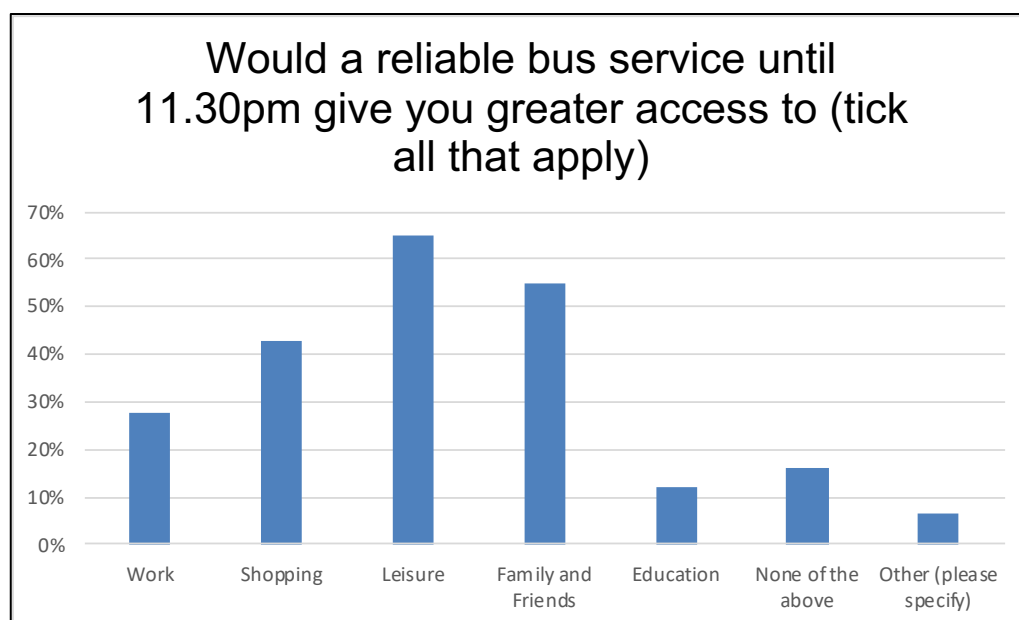


Figure 8 Evening bus services reasons - all respondents

However, if we look at the data from those of working age, those choosing 'work' rises from 28% to 40%. Given the current emphasis on Covid Recovery and the campaign to encourage residents to Shop, Eat and Support Local business, the data from all age groups shows that introducing an evening service would support the economic recovery post pandemic. For example, we need to ensure that good public transport options are available to those living



in our poorest neighbourhoods so that residents there can take advantage of new jobs created in the Town Centre as a result of the Rother District Council bid for Levelling Up funding. Similarly, to ensure the Bexhill Enterprise Park is a success, there needs to be good bus links to the main railway station in Bexhill to facilitate good non-car access for workers.

One of the largest existing employment sectors in Bexhill is the social care sector which provides 24-hour, 7 days a week work for local people. A Facebook user employed as a care worker posted a comment about evening and Sunday services: *“We definitely need a much better bus service. They should run at least till 10pm. Sunday is a nightmare the first bus doesn't start until 10.45 am. And Finishes at 5pm”*

**Question 11** asks about when respondent would be most likely to use a bus, asking them to tick all the options that would apply to them.

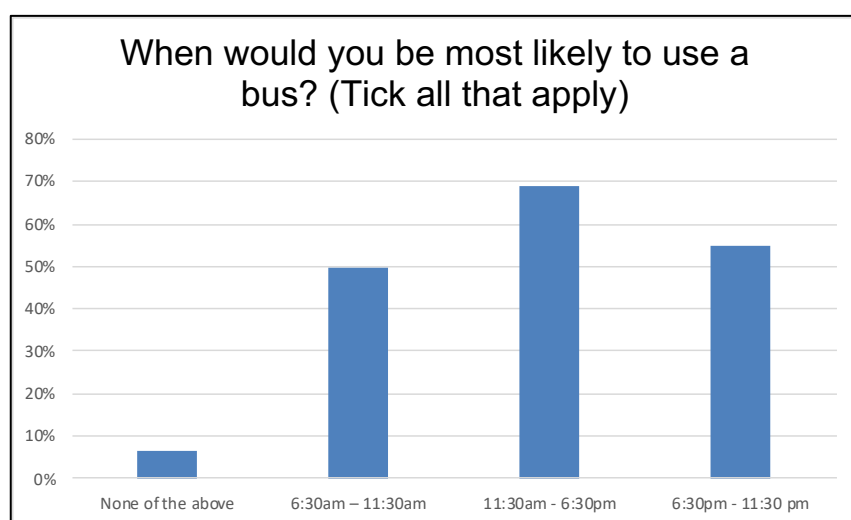


Figure 9 Time of day when respondents are most likely to use a bus

**Question 12** asks those that are either a non-user or infrequent user why they don't use the bus more often and asks respondents to check all the reasons that apply. Interestingly the data shows similar trends when cross referenced with the frequency of journeys. By some margin, more respondents picked 'Not available at the times when I need to travel' as a reason followed by 'Unreliable service' and 'Doesn't go to the right destinations for me'.

REASONS FOR NOT USING BUS - SORTED BY IMPORTANCE	Number of times used bus in last month				
	None	1 – 2	2 – 10	Over 10	TOTAL
Count of Not available at the times when I need to travel	26.3%	30.1%	33.3%	38.1%	29.1%
Count of Unreliable service	17.0%	19.2%	20.0%	16.7%	17.8%
Count of Doesn't go to the right destinations for me	16.6%	19.2%	11.7%	14.3%	16.1%
Count of Cost	10.1%	12.3%	13.3%	11.9%	11.1%
Count of No local service near my home	11.3%	5.5%	5.0%	4.8%	8.8%
Count of Other (please specify) <sup>4</sup>	8.1%	6.8%	6.7%	14.3%	8.3%
Count of Personal safety	5.7%	1.4%	6.7%	0.0%	4.5%
Count of Vehicle cleanliness	3.2%	1.4%	1.7%	0.0%	2.4%
Count of Lack of disabled access	1.6%	4.1%	1.7%	0.0%	1.9%
	100.0%	100.0%	100.0%	100.0%	100.0%

Figure 10 Reasons for not using the bus and frequency of bus usage

**Finally question 13** asked about use of the Bexhill Community Bus. The community bus is a service operated entirely by volunteers and operates services between Bexhill Town Centre and Pebsham, Little Common, Cooden and Sutton Place at the east end of the promenade. It does not serve Sidley. It offers a flat fare of £1 per adult and 50p for under 16 year olds.



DO YOU USE BEXHILL'S COMMUNITY BUS (YELLOW BUS)?	Yes		No	
<b>Sidley</b>	<b>3</b>	<b>4.2%</b>	<b>69</b>	<b>95.8%</b>
Bexhill Town Centre	4	10.3%	35	89.7%
<b>Little Common</b>	<b>10</b>	<b>26.3%</b>	<b>28</b>	<b>73.7%</b>
Other	11	16.9%	54	83.1%
	28	13.1%	186	86.9%

Figure 11 Bexhill Community Bus use

The numbers using the Community Bus are small and this is reflected in the survey. Only 13% of respondents said they used the Community Bus. Respondents who said they lived in Little Common reported the highest usage. This area is one of the more affluent neighbourhoods of the town with high levels of car ownership. It is also well served by commercial operators who operate subsidised routes. (To note, if we re-run this survey we would ask respondents for post codes to provide a more accurate picture of where people live).

RDC Ward	Cars: All categories: Car or van available	Cars: No cars or vans in household	Cars: 1 car or van in household	Cars: 2 cars or vans in household	Cars: 3 cars or vans in household	Cars: 4 or more cars or vans in household	Cars: sum of All cars or vans in the area	Total households	No cars or vans	Cars or vans per household
Central	3034	1318	1298	329	66	23	2253	3034	43%	0.7
Collington	2160	379	1059	552	120	50	2751	2160	18%	1.3
Kewhurst	2275	409	1152	560	115	39	2794	2275	18%	1.2
Old Town	1765	411	853	401	73	27	1990	1765	23%	1.1
Sackville	2427	853	1199	317	38	20	2038	2427	35%	0.8
<b>St Marks</b>	<b>2097</b>	<b>300</b>	<b>945</b>	<b>628</b>	<b>168</b>	<b>56</b>	<b>2970</b>	<b>2097</b>	<b>14%</b>	<b>1.4</b>
St Michaels	2181	405	1101	523	116	36	2648	2181	19%	1.2
St Stephens	2123	399	987	571	123	43	2691	2123	19%	1.3
<b>Sidley</b>	<b>2399</b>	<b>676</b>	<b>1059</b>	<b>524</b>	<b>90</b>	<b>50</b>	<b>2605</b>	<b>2399</b>	<b>28%</b>	<b>1.1</b>
<b>ALL BEXHILL WARDS</b>	<b>20461</b>	<b>5150</b>	<b>9653</b>	<b>4405</b>	<b>909</b>	<b>344</b>	<b>22740</b>	<b>20461</b>	<b>25%</b>	<b>1.1</b>

Figure 12 Car Ownership by Rother District Ward (Source 2011 census)

The number of annual journeys has been in steady decline since a peak in 2007 although 2018 and 2019 saw a slight reversal in the trend. The drop to just under 15K of recorded annual journeys in 2020 is the direct result of Covid. The challenge for the bus company is to see if it can respond to the post pandemic challenge and rebuild trust in public transport.

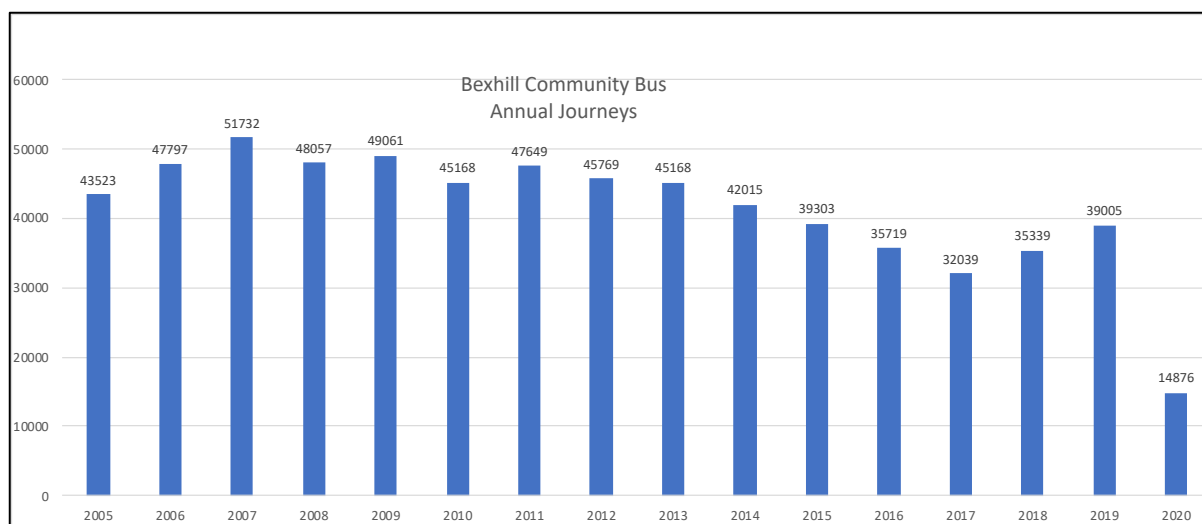


Figure 13 Number of passenger journeys - Bexhill Community Bus. Data extracted from Annual Reports

The biggest issues around non-use of the Bexhill Community Bus are revealed in the comments data. *"It doesn't serve Sidley. It would be a great help if it did"*. I am unclear as to why the Community Bus cannot serve Sidley other than that East Sussex County Council have said that it can't compete with commercial operators. The impact of this ruling means that Sidley residents pay proportionally more for public transport which seems perverse.

However, it is the low take up by respondents, even in those areas served by the community bus, that stands out. Volunteer drivers report that services are very often under subscribed with just one or two passengers. The comments reveal that many residents are under the impression that the service is only available for the elderly. They also reveal a lack of awareness around routes, fares and availability. It seems clear that with modern vehicles and a great team of volunteers, that this is a wonderful but underutilised community asset.

Cllr Christine Bayliss

Labour Group Leader and Cabinet Member for Economic Development and Regeneration  
Rother Alliance : Rother District Council : July 2021

Annex A – EXISTING BUS PROVISION Source: [http://www.cartogold.co.uk/EastSussex/map.html#Bexhill\\_Inset\\_Map](http://www.cartogold.co.uk/EastSussex/map.html#Bexhill_Inset_Map)





## Annex B What is your main reason for travelling by bus? (Comments)

A later bus service would be great. Save me money on taxis. Even if it's only 1 per hour. I'll get more hours too if I can work later.
All of above as I don't drive
Also for leisure and medical appointments
Cannot drive due to chronic illness
car repairs
Don't drive so need the bus for everything
Hoping to be able to sell my car at some point and use public transport
I dont
I wanted to tick: work; shopping; leisure; visiting friends; medical appts; visiting hospital
I would like the option of not driving as it's stressful. There is currently no way to get from St Leonard's to Sidley without driving.
I would possibly use it if I knew when buses due. No electronic signs in Sidley although in other areas of Bexhill.
My car was in the garage and my son loves buses so we travelled home on one.
Only in a emergency
To get somewhere
To get to Bexhill on Sea railway station from Sidley
To get to work when reliable time wise or more appropriate than driving
Travel to educational setting
Volunteering

Annex C Would a reliable bus service until 11.30pm give you greater access to (Below are the responses to 'other')

Access to Conquest hospital
Getting home
Hospital
Hospital appointment
I don't go out at night.
I wouldn't use it, I don't think, as I walk or cycle in Bexhill. Coming back from the Stables theatre in Hastings at 10.30 ish - I might
Later bus services would have no impact on how I use them, if I were to use them it would likely be during the day/afternoon.
Later buses would give me access to theatres and cinemas in Eastbourne and Hastings
Life
Local shows and theatres
Not out that time
Out of hours
School bus for my son
Too late for me

## Annex D If you are a non-user or infrequent user why don't you use the bus more often? (Answers to 'Other – please specify')

98 bus service is horrific.
As mentioned on previous question. No electronic signs showing which buses are due & when.
Buses are shit
Don't like travelling by bus.
During pandemic see buses with passengers not wearing masks or wearing on head, under chin or nose
Early bus times
Easy to just jump in the car. A service I would use (to Sidley) is very limited from little common unless I want to travel via town, Pebsham etc. I think day rider tickers could be a little more cost efficient
Have a vehicle
Have been put off by past experiences
I am a frequent bus user.
I am a frequent bus user. A late night bus service would be greatly appreciated. Save me money from getting a taxi.
I drive
I have 2 cars and worked all my life to do what I want to do when I want to do it. Won't use a bus. They are pretty pointless to me. Tuk Tuks are the way forward. Electric ones are the best
I have to walk quite a distance to the nearest bus stop. Only the community bus goes along the seafront and then infrequently.
I use bus regularly for taking children to school. I would like to be able to travel from Little Common to Cooden Beach. I would also like services to run from Cowdray Park Road bus stop.
I'm normally collecting supplies etc so it would take me all day to get a job done
Journey is slow if one wants to go further afield.
My son goes to St richards bus at Watermill Lane the 95 doesn't run till 9 which is to late. He has to walk 15 minutes into Sidley for the 98 which sometimes just drives past him
No electronic board at bus stop advising what buses are next due.
Not applicable.
Not keen to use during pandemic.
Not suitable for my purposes
Not using bus due to Covid
Nothing direct to St Leonards, have to change bus or go all around the town first . Takes over an hour to make a 10 minute car journey
The nearest stop for us is on Sandhurst part of Barnhorn Road which is a distance from my accommodation. It is prohibitive as I can't walk that far with aids or self-propel in wheelchair. There should urgently be installed a bus stop actually within the Rosewood Park Estate for not just the 3000 ppl who will live here but also for the seriously unfortunately disabled community here ( not just me there are other disabled here and there is the care home on the rosewood estate!! I want to access a bus without having to have someone with me to help with chair etc etc....I have to get lifts which is restrictive....not fair to leave us without a bus stop here or even consider adding Rosewood Estate stop to your yellow community town bus which terminates at Little common Roundabout....so not fair u should consider the at least 2 care homes and many disabled who live within Rosewood Barnhorn areas@!!!
There is no bus directly to Silverhill
This bus finishes early in the day, which does not help me to get home when I have been out
Time - journeys take longer

Too many "changes"
Trains are a more convenient form of travel, more punctual, more comfortable and run more often/late. I would add that while the idea of later buses is a wonderful idea, if people don't use them how appropriate is it for a county council to fund near empty bus routes? Do you spend the money and hope people will use them?
Unable to walk when off bus
Very long journey via Bexhill to Hastings and poor service to Eastbourne from Sidley
Would be great if a bus came from Little Common along Little Common Road into town



## Annex E Do you use Bexhill's Community Bus (Yellow Bus) - comments

Brilliant service wish it had a later bus though
Didn't know I could use it I thought it was for OAP
Didn't know I could thought only older people could and don't know any information about them
Does not cover where I live.
Doesn't come close to my home
Doesn't come near my home.
Doesn't come to my area
Doesn't stop near my home although I believe it goes past.
Doesn't come anywhere near where? I live. I would use it if it did!
Doesn't come anywhere near where I live
Don't know where or when it runs. I would like to use it
Don't think it's in my area
Excellent service, the only bus service that is available near where i live. With out it I'd not be able to be out.
How do you use it / what's it's timetable?
I did not know it was available for everyone
I did.....often
I don't know much about it.
I don't know where to catch it near to Bolebrook Road and it comes too infrequently.
I have used it. Unfortunately it is not as regular as I would need.
I haven't moved into the area just yet but was researching buses and realised that there is no evening service which I could use for going out in the evening.
I intend to use it soon.
I thought you had to be over a certain age to use this bus
Intend to once Covid restrictions lifted
Is there one??
It does not run at times I need for regular journeys, but I used it in December 2020. I like that it stops in Cowdray Park Road.
It doesn't run near where I live
It doesn't serve Sidley.
It doesn't serve Sidley. It would be a great help if it did.
It would be good if it serviced the streets off the main road in Sidley.
It would be helpful if it went to Bexhill and Conquest Hospitals
It would help if I could get a later bus from Hastings or Eastbourne so I can attend live music or theatres.
It's great but it would be better for me if it had a mid day return and one later than 3.30
It's great! So handy for getting to places like the hospital.
Never see it where I live
Never tried it
No does not come to Sidley. My dad has helped on the yellow bus since it started
No stops near me
Not often as few times to suit me
Not sure where exactly it stops
Not yet
Notice that in urban sprawl of Bexhill eg Collington & beyond - all around massive houses with 2 or 3 cars. There are no buses to these areas, so everyone drives. Car is King in Bexhill. I don't

need to use yellow bus to get home, but a small bus going to somewhere like Unique yoga studios would be great as I don't have a car.
Occasionally
Only thought it was older people.
Only use occasionally
Only use occasionally maybe 2/3 times a month
Really unsure of times and stops so not confident taking it
sometimes but prefer 99 or 96.
Very very occasionally. Maybe not for some years
Would if u would actually add a closer stop to Rosewood park estate off Barnhorn Rd! I really need access to this service i have disabled bus pass but can't use it cos not added closer location....I'm in a wheelchair/ rollator
Brilliant service wish it had a later bus though
Didn't know I could use it I thought it was for OAP