

## Executive Summary

The Bus Strategy derives from the philosophy of the Local Transport Plan (LTP) to **Reduce** (the impacts of congestion and lack of access), to **Manage** (use of the road network by making the bus an attractive travel alternative) and **Invest** (with targeted investment in Quality Bus Partnerships and supported services). The strategy aims to address directly two of the overall objectives of the Local Transport Plan, namely:

- To increase accessibility to services.
- To widen travel choice.

This document sets out Hampshire County Council's Bus Strategy for the medium term (2006–2011), and also the longer term (up to 2026) taking account of the requirements of the South East Plan. It is a key part of the new Local Transport Plan (LTP2) and will be used to achieve best value for the investment in bus infrastructure and network support across the county. It also explains the approach being adopted in respect of corporate initiatives, such as equalities and asset management, and ensuring value for money in the services delivered. Use of the range of measures to meet the objectives of LTP2, and also the County Council's corporate and local transport policies, is described in this document.

Within the two objectives of increasing accessibility to services and widening travel choice, the following specific issues will be addressed:

- Continue development of Quality Bus Partnerships (QBP) on the busiest routes where appraisal shows the best opportunity for passenger growth.
- Undertake area network reviews to demonstrate best value for money, achieve the right mix of conventional and innovative services and better meet local travel needs within funds available.
- Develop a computer model to allow the regular review of supported services to ensure value for money and that they best match needs.
- Develop Bus Punctuality Improvement Partnerships with bus operators.
- Explore opportunities for a 'Service Charter' with bus operators to ensure quality and standard of service.
- Explore opportunities to encourage greater competition for tendered services.
- Use 'smart' options such as Selective Vehicle Detection as part of low cost bus priority measures and Smartcards to speed boarding and ease interchange.
- Extend area ticket schemes such as Solent Travelcard and seek to make these multi-modal

These measures will also support other overall LTP objectives:

- Promote safety by encouraging the use of a safer travel mode, especially for the school run.
- Help deliver value for money and achieve efficient asset management by reducing the pressure on road capacity and the need for new investment.

The measures proposed, by encouraging use of public and community-based transport services, will also help to reduce congestion and contribute towards improving air quality, thus indirectly assisting with two further LTP objectives.

This bus strategy is an integral part of the Hampshire County Council Accessibility Strategy. In situations where services and facilities cannot be provided locally, and walking or cycling is unrealistic, the Council will seek to meet these travel needs through the continued development of the bus network

The strategy is designed to improve the County Council's Best Value Performance Indicator (BVPI) ratings for public transport (bus) patronage (BVPI 102) and satisfaction with local bus services (BVPI 104). It will also contribute towards the Second Round Local Public Service Agreement (LPSA2) target for increased passenger numbers on Quality Bus Partnership routes and towards LTP2 targets for increasing public transport use across all modes.

## **Introduction – Why a Bus Strategy?**

The bus can play an important role in making the most effective and efficient use of the road network, helping to reduce congestion and pollution, and improve accessibility and road safety. A key objective of the Bus Strategy is to ensure that the development and management of the bus network in Hampshire delivers the County Council's corporate and local transport policies.

The bus is key to providing accessibility to work, education, healthcare, shopping and leisure, especially for low-income households. Value for money is achieved through the best use of existing highway capacity against a background of rising traffic levels. Buses reduce congestion through efficient use of road space, improve air quality by reducing the need for private car use and improve road safety through its high safety record.

The strategy described in this report is intended to be a 'living document'. This enables regular review in conjunction with other related Local Transport Plan (LTP) documents, including the Passenger Transport Information Strategy. This will ensure that the views of stakeholders are assessed and that their needs are met.

The Bus Strategy will be used to provide direction and policies for bus provision in Hampshire. The bus will play a key role in fulfilling the higher corporate aims of the County Council, in ensuring that greater use of public transport addresses the growing issues of congestion, air quality, highway capacity and access to services.

The County Council is required to include its Bus Strategy as part of its Local Transport Plan.

## **Existing situation**

Hampshire is a large, relatively affluent county with pockets of deprivation, high car ownership, an above national average journey to work length and a higher proportion of elderly people than the average for England and Wales. Only 10% of the county is classified as urban, although this is home to 87% of its population. Forecasted road traffic growth of 40% by 2026 will require greater bus use to mitigate the potential impacts of congestion and pollution. Rising car ownership, growing congestion, rural access and declining bus use have required an innovative and multi-faceted response to be delivered through effective partnerships.

The conventional bus network in Hampshire consists of approximately 320 bus services provided by 30 operators using 700 buses, which between them cover 34 million kilometres and carry 27 million passenger journeys in a year. They serve 11 main bus stations and over 8,500 bus stops. See appendix 1.

## **The County Council's role**

One in six bus journeys in the county are made on the 28% of bus mileage which the County Council supports at a cost of £6.5 million a year (including Rural Bus Subsidy Grant and developers' contributions). The £27 million annual budget also provides

transport to school for 16,500 children daily, 700 school escorts (£19.5 million) and contributes towards the cost of dial-a-ride and community transport schemes (£1 million).

Most bus journeys are provided commercially, with no financial support. The County Council plays a key role through Quality Bus Partnerships (QBP), countywide information provision and in its role as Highway Authority with network management responsibility. Hampshire has enjoyed considerable success with QBPs, including Basingstoke Route 6 where passenger journeys have risen 34% in a year. Havant has seen a rise of 34% in three years and growth in Winchester was 20% growth in a year. 7.4 million (27%) of passenger journeys are undertaken on routes subject to existing or developing QBPs.

The County Council also has an influential role in improving services that are provided under contract. This creates a visible and integrated network of both commercial and supported services through the provision of high quality infrastructure, especially at interchanges. The expenditure on local bus service support provides the following services:

All-day weekday services (excluding evenings)	48% of spending
Off-peak weekday services (excluding evenings)	12%
Peak time extras	5%
Monday to Saturday evenings	13%
Sundays	9%
School specials	13%

Current legislation (Transport Act 1985) expects bus operators to provide commercial services where possible. The role of local authorities is to analyse the commercial network and tender for socially necessary services. Gaps in service provision may need to be filled at certain times of day or days of the week as well as places which are left completely without commercial services. Most of the commercial bus mileage in Hampshire is provided in the larger towns, built-up areas, or on inter-urban routes. The bus network is dynamic; operators are required to give eight weeks' notice of changes to commercial services. Withdrawal of a commercial service requires quick action to determine the case for support and arrange a replacement service, if funding is available.

Local authorities have no power to intervene on fares on commercial services. Concessionary fares for people who are over 60 or disabled is a statutory responsibility of District Councils. Fares on supported services are generally charged at levels consistent with commercial services in the area. Bus fares generally have risen faster than inflation for over 30 years and often exceed train fares for many journeys of around two to eight miles. Critically, the faster than inflation increase is in stark contrast to the declining cost of motoring in real terms.

### **School transport**

Free home to school transport (HTST) is provided under the 1996 Education Act for children over eight years attending mainstream schools in their designated catchment area, if they live more than three miles from school. For children under eight, the distance is two miles. Some children also qualify for free transport on the grounds of religion. In total, around 11,500 children travel on free transport, funded by the Children Services Department and organised by the Environment Department. A

further 3,200 children with Special Educational Needs also receive free transport, for which escorts are provided. The County Council is therefore a major purchaser of hired transport such as coaches and taxis for HTST, and also for social services, where own-fleet minibuses are also used extensively. Where it is cost effective and practicable, the County Council purchases bus, rail and ferry season tickets, which acts to support the local public transport network. Where possible and appropriate, the provision of mainstream HTST is integrated into contracts for supported local bus services.

A “Spend to Save” initiative was established in 1999. This reviews HTST needs area by area to achieve best value. Resultant savings are shared with the schools concerned and most have been achieved by the provision of minibuses for Special Needs schools to undertake their own HTST. Savings of £1.7 million have been achieved. 21 Special Needs schools and units have taken part in Area School Reviews and 24 schools have participated in the Minibus Scheme with a total of 32 buses provided. This has now been extended to some mainstream schools.

In recent years parents have been able to express preferences for schools other than their local one. The most popular secondary schools now have substantial numbers of children attending from outside their catchment areas but the County Council does not generally support such travel. However, in selected areas the County Council supports fare-paying services for children who live within the two or three mile distance limits.

Potentially, HTST has a major contribution to make in providing safe transport to school and in reducing the congestion effects of the school run. The short journeys involved do not justify sufficiently high fares for the service to be provided commercially. Assigning the same bus to several journeys in each peak period would improve the commercial case but would require school hours to be staggered within an area.

### **Demand-responsive transport**

Recognising the growing issues of rural access and an ageing population, Hampshire County Council has developed an innovative family of demand-responsive and community transport schemes. The award-winning Cango service is a cutting-edge blend of demand-responsive and conventional bus services that has resulted in passenger growth. However, it has been largely funded externally through the Government’s Rural Bus Challenge competition, which is available for a limited period only. Cango requires a higher subsidy per passenger than the conventional bus services it replaces but for a given level of resource can serve a wider area.

### **Community transport**

Community and demand responsive transport services play an important role in the overall mix of passenger transport services in Hampshire, more so than many comparable shire counties.

The County Council's role involves advising, supporting and resourcing the sector to ensure that adequate coverage is achieved across the county, whilst complementing the existing network of conventional bus and rail services. Commercial operators under contract also provide some demand responsive services.

The community transport sector itself is very diverse with a wide range of organisations providing services. In many cases, the activities of these providers and groups offer flexible solutions, which respond to the needs of people living in the local community. These solutions include:

- Voluntary car schemes.
- Shared car schemes run by taxi or private hire operators.
- Wheels to work schemes for younger people.
- Cango, Call and Go, and Dial-a-ride services.
- Minibuses available for hire to local groups.
- Community bus schemes operated by volunteers.

The community and demand responsive Transport Strategy sets out the role of these services within the overall mix of passenger transport services. The strategy aims to ensure that the provision of these services more closely meets the needs of local communities in order to improve accessibility and enhance social inclusion.

### **Concessionary fares**

The County Council coordinates and manages, on behalf of the District Councils, the Farepass concession scheme. At a cost of £1.6 million per year, Farepass is available countywide and is used by 45,000 over 60s and disabled people, highlighting the importance of this element of public transport provision. The announcement by the Government of free bus travel for pensioners from April 2006 will create new opportunities for the public transport network

### **Pressures**

The mean average bus operating cost increase for 2005/06 forecast by three major UK transport groups is 8.3%. Increases between three and four times retail price inflation are forecast in a bus industry cost model developed for the Department for Transport for each of the next five years. During this same period Hampshire County Council will be faced with a target of increasing bus use against a prevailing trend of decline in patronage (2% per year in recent years). This will be an exacting target that, in the context of the cost pressures from the industry, will require a new and 'smart' approach to passenger transport service funding.

Cost pressures and declining passenger numbers in rural and some urban areas have led operators to withdraw the worst-performing commercial services. The County Council has in recent years been able to find money to support the retention of many of these services. However, growth in the bus support budget and the increased costs of re-tendering contracts for supported services cannot continue unchecked. Section 6 outlines the proposed response to this situation.

## **Opportunities**

The following areas provide opportunities to increase the number of passengers using buses (to meet LPSA targets) and the role of the bus in relieving growing traffic congestion (to meet LTP2 aims):

- Further QBPs, generally in urban areas, where bus frequency improvements are affordable and achievable at reasonable cost.
- Continuing to bid for external funding such as the Government's 'Kickstart' competition to improve bus services which have the potential to become commercially viable.
- Housing and other developments, where contributions from developers can be obtained through the planning process to fund new or improved bus services and infrastructure for a limited period while they become established.
- Encouraging district and parish councils to provide attractive, effective and well-maintained bus shelters.
- Personalised marketing, such as the 'InfoMotion' project undertaken in 2004/05.
- Effective real-time information (RTI) at bus stops.
- Bus Punctuality Improvement Partnerships with bus operators, to address regular delays on frequent bus routes, using data gained by the equipment installed to provide RTI.
- Closer partnership working with other bodies to ensure that travel needs are met by the bus network.
- Free travel for over 60s and disabled people, from April 2006

Further opportunities are identified in section 3.

## **Equalities**

Hampshire County Council is committed to eliminating both direct and indirect discrimination. Within the resources available, the County Council will provide appropriate, sensitive and accessible services. Its aim is to involve service users in decision-making through a variety of consultation methods and monitoring arrangements.

This policy is designed to improve service delivery across Hampshire County Council by promoting initiatives, which ensure that customers receive services in a way that suits them, and their particular circumstances.

This commits the County Council to make sure that all its policies, service plans, practices and procedures reflect and incorporate its equalities objectives:

- A workforce informed and committed to the policy objectives of the Corporate Equalities Strategy.
- A recognition of the vital links between quality and equality within the Best Value framework.
- An organisational structure that ensures effective management and implementation of the policy.
- Involvement of service users in guiding provision and decision making.
- Being responsive to the needs and concerns of the community when planning and delivering services

With respect to buses, this will mean engaging with all members of the community and undertaking effective consultation and marketing to ensure that the service offered best reflects needs and aspirations.

## **Vision/objectives**

### **Vision**

“The County Council’s vision is to establish an inclusive and integrated transport system that sustains and enhances the economic vitality and cultural diversity of Hampshire.”

The longer term vision of economic growth of 3% per annum set out in the South East Plan and proposals for 6,000-11,000 new homes annually will require that public transport, and in particular the bus, is central to new developments. Traffic growth forecasts, especially in the Solent and North East areas, cannot be realised without the bus playing an increasing role in keeping the highway network moving.

It is intended that high quality public transport is a key element of all major new developments in Hampshire, so that travel patterns become increasingly sustainable in future years.

The Hampshire Strategic Partnership (HSP) of which Hampshire County Council is a partner has four cross cutting themes:

- Strong and safe communities.
- Health and wellbeing.
- Economic prosperity and life-long learning.
- Environment, infrastructure and transport.

Accessibility to services and community development are key themes of the HSP. This creates a strong role for the bus, which needs to be developed in Local Strategic Plans in order to meet these objectives and ensure full stakeholder involvement at the local level.

Reflecting the diversity of the county, the vision is delivered through differing area strategies:

- Solent – a hub and spoke approach.
- North – town centre access.
- Central Hampshire – focusing on market towns.
- New Forest – tourism based, rural access.

The Solent Transport partnership has shown how integrated ticketing can be an aid to seamless travel. A similar initiative, the Blackwater Valley Travelcard is now imminent. Seamless travel is also about having regard to the whole journey. Access to bus services through walking and cycle routes, roadside infrastructure and interchanges with coach, rail and ferry are all elements of this, which contribute to the credibility of the public transport alternative.

State of the art or next generation vehicles such as those on the A3 quality bus corridor or innovative services such as Cango contribute to a flexible package of delivery solutions. Buses also form the basis of work-based, public park and ride and town centre shuttle services, much of the County's school travel provision, or as a feeder to rail or coach services for longer journeys. Appropriate application and integration of these different elements will increase the effectiveness of passenger transport.

The bus has much to offer and increasingly provides an attractive alternative for many journeys by both local residents and visitors. This will help to reduce the problems of congestion and pollution and help improve road safety. In addition, it will meet the needs of those who would otherwise struggle to gain access to jobs, training and the services, which are essential for everyday life.

## **Objectives**

To meet the wider vision for Hampshire, a number of objectives for bus use have been defined:

- Ensure that bus services are as widely available as possible for both existing and new developments.
- Maximise the use of bus travel by providing high quality infrastructure and through modern marketing including SMS and Internet messaging.
- Ensure that public transport is socially inclusive through the provision of conventional and innovative bus services.
- Work in partnership with other authorities and organisations and other parts of the County Council for the delivery of this strategy.
- Maximise opportunities for school travel to contribute to the bus network through innovative Home to School Transport, travel promotions for those in full time education, a review of school times with stakeholders and opportunities for dedicated school buses.

- Further develop the synergy with social services and health agency transport provision.
- Continue the development of a management tool for passenger transport services.
- Implement the outcome of the Passenger Transport Area Reviews.
- Ensure that there is a continuing improvement in the quality of service.
- Seek innovation in the delivery of services.
- Ensure consultation with stakeholders is effective and continuing

These objectives have been translated into specific, targets that can be monitored for individual bus use, as described in more detail in the following section.

### **Longer term strategy**

The longer-term strategy recognises that in the future the bus will have to do more, both to meet changes in demography and geography, and to meet economic development proposals and traffic growth forecasts. A range of initiatives and programmes has been developed against this challenging scenario and recent experience gives cause for cautious optimism. Indeed, it is increasingly recognised that greater bus use is essential to meet the shared priorities of LTP2; accessibility, congestion, air quality and safety. This strengthens the position of the Bus Strategy as tools such as accessibility planning and Bus Punctuality Improvement Partnerships become available.

Hampshire has achieved notable success through QBP's in boosting bus patronage. The application of these will be extended as a way of achieving leverage through partnership. There will be a need to revisit existing schemes over time in order to renew and upgrade the constituent elements as new techniques and technologies become available and to meet the growing expectations of users.

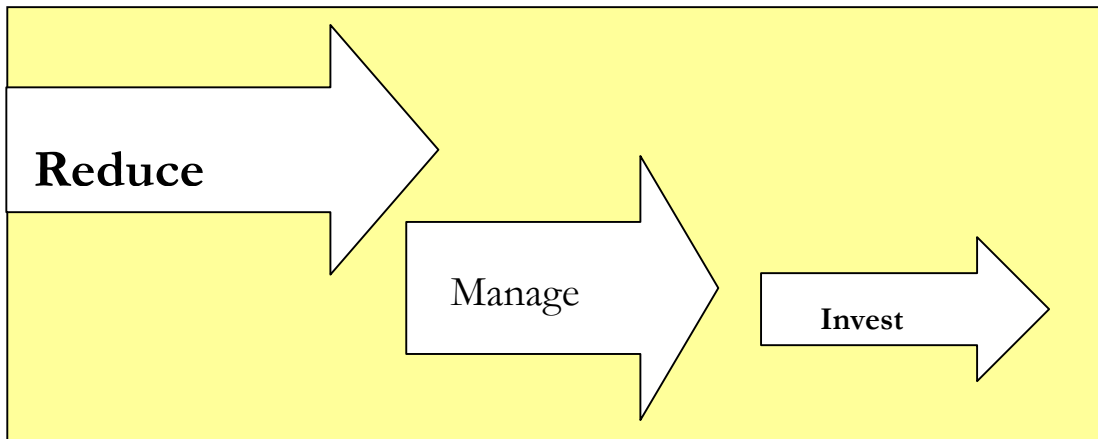
The process of engaging stakeholders will allow new ideas to inform the strategy as travel patterns change in line with demography and developments in land use. Contact with non-users and occasional users through effective marketing and information provision will continue as schemes are renewed and new schemes are rolled out. This is reflected in the following breakdown:

- Investigate and deliver effective QBP components, eg bus priority measures on high-frequency corridors, marketing and information efforts, improved passenger environment, RTI.
- Consideration of the 'Streetcar' or 'Civis' next generation vehicles for quality bus corridors.
- Ideally all QBP's should be served by RTI.

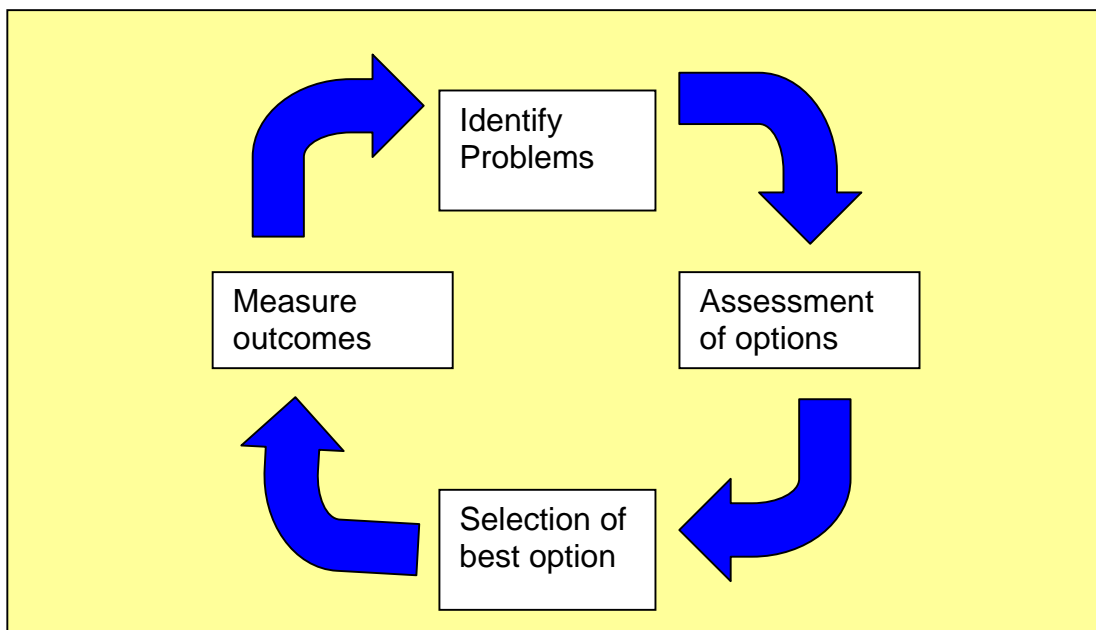
- Re-launch and further develop the original QBPs with renewed infrastructure, vehicles, promotion, and RTI. Consider infrastructure improvements, eg heated bus shelters with information kiosk facilities, help points, CCTV coverage and community information.
- Investigate passenger transport alternatives to the Fareham to Portsmouth Light Rapid Transit (LRT) scheme.
- Consideration of guided bus systems where patronage warrants.
- Development of Solent Travelcard concept to make it multi-modal.
- Launch Blackwater Valley Travelcard for bus, and later rail.
- The County Council to consider grants to bus operators for clean-fuel operations in towns and cities within Air Quality Management Areas.
- Quality Network approach (looking at both commercial and tendered services) to be developed with operators to improve overall public transport provision in areas served by a mixture of services.
- Working with Children Services Department to maximise efficiency from school vehicles and provide more choice to children and parents for their journey to school, eg changing school opening hours.
- Develop a marketing and promotion strategy with operators.
- Develop partnerships with operators, districts and the police to implement wider CCTV coverage on buses.
- Consider CCTV coverage at and around bus stops where fear of crime is found to be a deterrent to bus use.
- Assist district councils (and Southampton and Portsmouth cities) in developing and implementing proposals for Park & Ride bus services.
- Investigate opportunities for reduced bus fares for younger people, particularly initiatives aimed at 16-18 year olds.
- Investigate a strict monitoring regime for QBP routes, and consider Quality Contracts where performance is not meeting targets.
- Encourage district councils to examine availability and pricing of town and city centre car parking.
- In the long term, if congestion charging was investigated for the most congested areas, examine the extent to which the public transport network could be improved to provide an alternative mode of travel.

**Links to LTP themes**

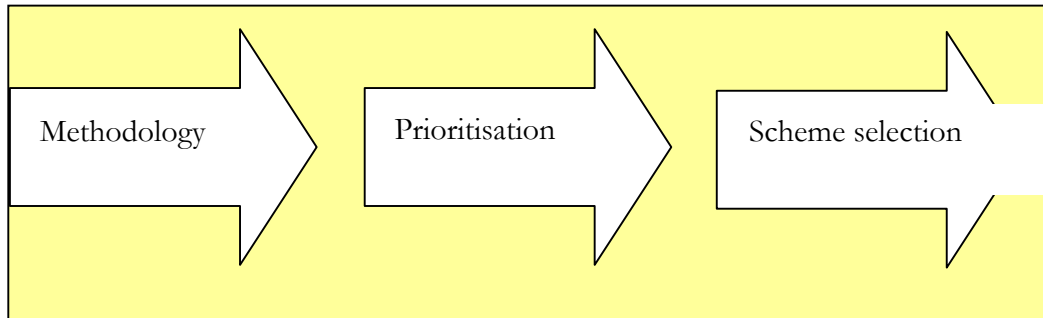
The approach adopted reflects the underlying philosophy of the LTP in seeking to reduce the scale of the problem before actively managing its impacts or investing in solutions to remove it. In practical terms, this will involve the implementation of Access Plans to ensure that wherever possible services and facilities are provided locally. The aim is to reduce the need to travel and the damaging impact that congestion is having upon public health, the environment and the economy. Low cost bus priority measures and targeted investment in QBPs and support services will be designed to manage vehicle flows on the highway.



Another theme running through the LTP is the process of matching investment to identified problems, and evaluating the benefits in the selection and prioritisation of schemes for inclusion in the County Council’s Capital Programme. For passenger transport schemes, which often form part of the County Council’s wider corporate objectives, this can involve area-wide or regional assessments. It can also involve investment in one area that has an impact, or the potential for an impact, over a wider area. Providing attractive bus services can help alleviate congestion in the wider area as well as at the location or route where the investment has taken place.



A quantitative assessment can be difficult to achieve, not least because some of the benefits are intangible such as bus users' satisfaction resulting from public transport information or journey preferences. Other wider initiatives with disparate investment, like Air Quality Management Areas (AQMAs), will dilute the measurable impact of any individual element. Notwithstanding these problems, a range of Key Performance Indicators (KPIs) are being developed to measure the effectiveness of investment undertaken through LTP1. This will inform future decisions on additional investment as part of LTP2.



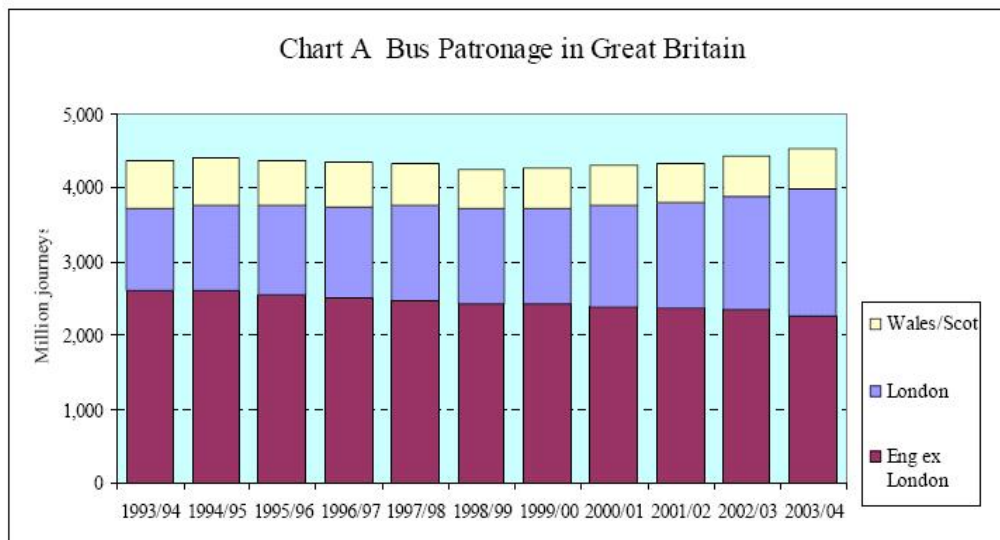
Through the methodology described in the above processes, the County Council will assess the need and scope for investment, identify where investment can be most effective and recommend schemes that address the identified problem. This may be in isolation or as part of an integrated approach, with success measured subsequently to inform future decisions.

## **Targets/Performance Indicators**

### **LTP targets**

The County Council's Bus Strategy seeks to achieve, measure and deliver a number of defined targets and actions, together with an assessment of the cost effectiveness of supported services. These targets cut across LTP objectives reflecting the key contribution that bus services make.

As noted above QBPs, personalised marketing and Cango have all been successful in growing patronage. Bus Punctuality Improvement Partnerships are another method of securing partnership working. Further opportunities have been identified, but it must be recognised that this is against a background of declining bus use nationally outside London. Hampshire has been performing better than the national average outside London but this is only as a result of the wide-ranging programmes and initiatives described above (refer to chart A).



Source: Passenger Transport Statistics Bulletin GB 2004 Edition

Economic growth targets and their effect on traffic forecasts, together with objectives for accessibility, safety and air quality, will see the bus fulfilling new roles with new demands and expectations. New land use developments will provide opportunities along with the Central Government initiative for free travel for the over 60s and the disabled.

Targets include a range of qualitative factors that impact upon modal choice decisions including reliability, comfort and convenience. Targets, and the associated actions required to meet them, have been defined for each of the themes shown below and incorporate both statutory and voluntary targets.

The targets are (explained in more detail in the following paragraphs):

- Number of bus passengers per year - BVPI 102
- Satisfaction with local bus services (all respondents) - BVPI 104
- Satisfaction with local public transport information - BVPI 103
- Bus punctuality
- Accessibility – target to be determined

## **BVPI I02: Public Transport (Bus) Patronage**

### **Indicator**

The figure used is the total number of bus passengers boarding in Hampshire. This is based on the 2003/04 full year figures.

### **Target**

To maintain the current level of bus patronage at 2003/04 levels through to 2010/11, ie 26,683,000 passenger journeys.

### **Approach for setting the target**

This target needs to be broken down into three distinct areas of activity; current QBP routes, proposed new QBP routes and the rest of the network.

Total on current QBP routes by 2011	7,672,232
Total on proposed new QBPs by 2011	3,313,551
Total on the rest of the network by 2011	15,697,217

**Overall total by 2011 on whole network    26,683,000**

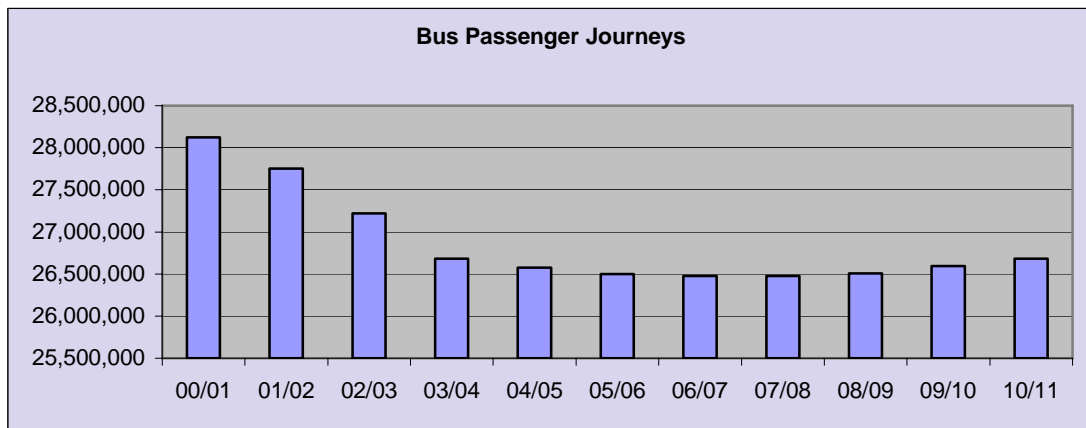
This is a realistic target given the ongoing decline in bus passenger numbers in Hampshire and elsewhere outside London. Strong growth is predicted to continue on existing QBP routes as large schemes, such as the A3 corridor and the Blackwater Valley QBP, begin to bear fruit.

It is anticipated that growth will be achieved on new QBP routes during LTP2, but these are inevitably the next batch of routes in terms of priority and will therefore generate lower growth volumes than the original routes.

It is anticipated that patronage on the rest of the bus network will continue to decline, particularly routes outside main urban areas, but this decline will be matched by the growth on existing and new QBP routes.

## Trajectories

The trajectory represents a smooth curve as it is expected the bus market will evolve gradually without major changes in any one year.



## Risks

There are several key risks that may prevent the County Council and its partners from meeting this target. A number of these are outside of the control of the County Council.

### **BVPI 103: Satisfaction with local public transport information**

BVPI 103 is measured through a MORI poll of 1,000 residents. In 2003/04 Hampshire County Council's score was 43%, compared with a national average of 50%. BVPI 103 will be measured in 2006/07 and 2009/10. The target is to achieve the national average score by 2009/10. (This target is under review to take account of the minimum floor being set under the revised Comprehensive Performance Assessment.)

### **BVPI 104: Satisfaction with local bus services (all respondents)**

BVPI 104 was last measured by a MORI poll of 1,000 residents in 2003/04, when the County Council's score was 53%. It will next be measured in 2006/07 and 2009/10. The target is to achieve the national average score by 2009/10. (This target is under review to take account of the minimum floor being set under the revised Comprehensive Performance Assessment.)

## **Bus punctuality**

Existing punctuality was measured in 2005 when 79% was achieved. Bus Punctuality Improvement Partnerships will be established to examine existing hotspots and causes for delay, together with possible measures for improvement. The target is to achieve a 'satisfactory' rating, ie 90% punctuality in 10 years, 2014/15, as outlined in the Department for Transport (DfT) Full Guidance for LTP2 (2<sup>nd</sup> Edition).

## **LPSA2 Targets**

- Average growth on all QBP routes of 8%, ie an increase of 592,196.
- Passenger satisfaction of 57% by 2008/09 compared to the current rating of 53%. The national average is 54%. This relates to BVPI 104, and is subject to negotiation with the DfT/Office of the Deputy Prime Minister

In addition, it is recognised that a number of other themes are also of vital importance including personal security, park and ride services, bus quality issues, ticketing/fares and, in particular, the promotion of bus services (recognising that this is primarily covered by the Information Strategy). Where appropriate, actions for each of these themes have been specified, with the potential for targets to be considered in the future.

The approach to targets is intended to be robust, identifying both risks and opportunities.

## **Meeting LTP2 Objectives**

### **Consultation**

Consultation has been undertaken through a series of focus groups and on-street interviews across Hampshire. This involved both users and non-users of public transport. Mori interviewed 1,655 residents county wide in 2003, Symonds Group interviewed 991 residents in Basingstoke in 2002 and Miller Associates undertook four focus groups and interviewed 403 residents on street, county wide in 2002. More opinion polls, citizens' panels and focus groups will be undertaken during the period of LTP2 to update the Council's knowledge of residents' views, needs and aspirations.

A key outcome of consultation to date is that the public feel that the primary aim, within existing resources, should remain that of seeking to reduce social exclusion through the provision of transport opportunities. This was placed ahead of the pursuit of environmental aims through the provision of services designed to promote modal shift. Changes should reflect levels of patronage, commercial service patterns and value for money. Further development of other aims would require full exploration of all available funding sources.

### **Accessibility**

Accessibility is one of the four shared priorities of LTP2 and has been identified as essential for a vibrant, inclusive community and economic vitality. The County Council and Hampshire Strategic Partnership share common objectives with regard to accessibility. Local Strategic Plans will provide stakeholder involvement and tailored local solutions. Because of its flexibility and geographic reach, the bus is central to giving better access to jobs and services. Access to the countryside, leisure and tourism are central to the development of the county and its people. Meeting personal security concerns is key to enabling the safe and convenient use of the services provided.

The County Council intends to undertake a full and systematic audit of accessibility to a range of services and destinations. This will involve an appraisal of people's travel needs, an audit of the services and facilities available locally and an assessment of travel choice. This audit will then inform the production of an Access Plan for each service, facility and destination which will include both transport and non-transport interventions. The plan will consider first the prospects for bringing services to the customer rather than helping customers travel to the service. The action plans for specific geographic areas will then be combined to produce coordinated travel plans for towns and communities. Marketing and travel planning is likely to be coordinated within this process.

The DfT Accession programme will help to deliver a fuller picture of accessibility issues for the existing bus network. The Passenger Transport Area Reviews will build on this as described in Section 6.

The bus will be an integral element in the tools used to promote access for all.

## **Congestion**

The bus, which makes better use of limited road space, provides an opportunity to increasing the capacity to move people on the existing highway network. Consideration will be given to bus priority measures, especially low-cost solutions such as Selective Vehicle Detection (SVD) to favour the bus at traffic signals and junction priority realignment to favour bus routes where practicable. Traffic growth will require the bus to play an increasing role in freeing up highway capacity to mitigate the effects of congestion.

Bus Punctuality Improvement Partnerships provide a new mechanism to identify opportunities for bus priority measures. The role of the new post of Traffic Manager and the network management duty of the County Council will provide added focus.

Journey times will benefit from shorter duration stops through the deployment of low floor buses, bus stop clearways and raised kerbs as featured in the programme of QBP schemes. Simplified ticketing such as the ground breaking Solent Travelcard, the imminent Blackwater Valley Travelcard and new technologies such as Smart Cards will also contribute to more streamlined service provision.

In order to deal with the effects of congestion, a number of specific measures are likely to be employed, as local circumstances permit. These cover efforts to reduce journey lengths and the need to travel by providing services in a different way. Demand management approaches and improved awareness of the costs and consequences of continued reliance on private car journeys at busy times are likely to contribute to this initiative. Where this is not practicable, measures will be introduced to make the best use of the network, assisted by traffic management and active maintenance regimes.

A range of measures is envisaged to make the bus a more attractive option, including intelligent transport systems, road and junction improvements, improved passenger waiting and interchange infrastructure and bus priority measures.

## **Air Quality**

Pollution and air quality are key health and environmental issues, which can benefit from modal shift. The County Council has been at the forefront of the EU Miracles initiative, which has facilitated the introduction of new, low emission buses, re-powering of existing buses and 'clean up' technologies. This was achieved in partnership with the local operator, Stagecoach and Winchester City Council. Further opportunities for such partnerships will be pursued, together with an exploration of alternative fuel vehicles and measures to minimise delay at hot spots through priority measures. The Information Strategy will promote bus use with the aim of enhancing load factors on the bus network and optimise the use of resources.

The transport contribution in areas that suffer poor air quality is being addressed. Twelve Air Quality Management Areas (AQMAs) have been established across Hampshire. Action plans will be developed to achieve improvements in air quality at these sites, by means of transport interventions of which the bus will be a key element.

## **Road safety**

The promotion of the bus as a safe form of travel must be underpinned by partnership working with the relevant agencies, including the police. Good design and lighting of waiting areas and walking routes, adequate and reliable services, CCTV on vehicles and in waiting areas and the introduction of help points contribute to the safety of bus operations. Bus operators will be encouraged to introduce modern, safer vehicles. The County Council will work with other stakeholders to ensure new developments, especially leisure facilities, are properly served and encourage late night services where appropriate.

Improving public awareness of road safety will be an important tool to reduce road accidents. This is the underlying principle of the Government's 'Think Road Safety' national awareness campaign. The role of the bus as a safe means of travel and as an alternative to less safe options needs to be publicised more widely and is key to travel plans for business, schools and railway stations. The County Council's comprehensive, well established and innovative programmes of road user education, training and publicity are intended to raise levels of awareness. These can also interface with programmes such as Safer Routes to School.

## **Passenger transport area reviews**

### **Purpose**

Bus industry costs are forecast to continue rise. This is accompanied by uncertainty over Government revenue funding for bus support. In this climate it is crucial that Hampshire County Council reviews its current service provision in a comprehensive manner and demonstrates that:

- It is achieving value for money.
- Subsidy payments are open and transparent.
- Spending is undertaken within the context of LTP2 and bus strategy objectives.

- The optimum balance is achieved between conventional and innovative services.
- The relationship between secured and commercial services achieves the best possible efficiency.
- Funds are used to address the unmet needs of Hampshire residents.

### **Principles of the new approach**

The new approach combines practical desk-top inputs based on local knowledge and expertise, with a new model for the County Council that is designed to test Value for Money and to encourage operator flexibility in service procurement. The greater flexibility includes:

- Increasing and more effective use of ‘unconventional’ transport such as taxis, Community Transport, shared cars and demand responsive services.
- Taking an ‘integrated’ approach in partnership with commercial bus operators. The aim is to maintain the viability and attractiveness of bus services through improving journey times, ease of use and improved coordination.
- Marketing and promotional efforts, including ticketing initiatives, to reverse long term passenger loss.

With the cooperation of the major bus operators, the reviews will consider both those services that are financially supported by the County Council and those that are operated on a wholly commercial basis in association with the Council.

The model is intended to be an interactive tool to assist the assessment of utility and value for money of different options for public transport services, in terms of both mode and level of service. It will form part of a framework for decisions on resource allocation and will accommodate:

- The application of minimum standards of service.
- An assessment of service development proposals aimed at increasing public transport use.

In so doing, it will not only aid the County Council in securing socially necessary public transport services which are not provided commercially, but also help fulfil a key role in achieving its corporate targets and wider policy objectives.

The model will complement the Accession planning software and identify the most appropriate and cost effective solutions to address accessibility issues. The facilities chosen are those identified for the accessibility planning process:

- **Healthcare** including doctor’s surgeries, pharmacies and hospitals.
- **Education** including primary and secondary schools and colleges of further education.
- **Employment opportunities.**

- **Food shops and retail centres** including accessibility to sources of healthier foods.
- **Transport interchanges** helping to implement the policy of hubs and spokes in the Regional Transport Strategy.
- **Post Offices and banks.**
- **Leisure facilities** including cinemas, museums, football and other sports facilities.
- **Places of worship.**
- **Access to the countryside** including areas with Area of Outstanding Natural Beauty and National Park designations.
- **Access to and within major towns and larger villages.**

## **Approach**

An initial exercise has been undertaken in the Basingstoke area to test the framework approach and robustness of the model.

The approach, which is a key plank of the Bus Strategy, is to undertake area-based reviews (based on district boundaries) for the whole county in advance of the area re-tendering timetable.

The process has already started in New Forest and Hart. Havant and East Hampshire will follow.

To assist in the identification of those services most likely to achieve greater patronage, as well as areas where social inclusion objectives will be uppermost, it is likely that three distinct elements of the Hampshire bus network will be defined. The assignment of each element to the network will take into account information provided by Accession and other data held on the Hampshire Accessibility Strategy Database.

The three elements of the Hampshire bus network have been identified as a starting point:

- **Frontline network:** Strategic services that cater for key interurban links or high-volume urban flows. These usually operate on a commercial basis and carry the majority of passengers. Investment will normally be capital in nature and aimed at meeting patronage growth targets or ensuring a coherent, identifiable and functional network. Many services are likely to be suitable for QBP development and revenue support is envisaged as minimal.
- **Subsidiary network:** Other regular bus services, often local in nature and either marginally commercial or supported by the County Council. Night services could feature here. Investment is likely to be primarily for revenue support although there may be some capital expenditure where a case can be made, in particular as part of creating a functional countywide network. Support is mainly targeted at

addressing social inclusion and, in a number of limited cases, promoting passenger growth. These services may be suitable for re-planning through a Quality Network or Contract approach.

- **Social network:** Services that are often less frequent in nature and feed into other parts of the network, particularly frontline services. The majority serve rural areas whilst some serve isolated residential areas in a more urban setting. They exist primarily to ensure social inclusion, although their existence may also reduce the need for car use. Such services are almost always supported by the County Council and are not necessarily operated by a conventional bus. Provision is increasingly made through alternative means such as demand responsive services, community schemes and shared taxi schemes

The Contract Performance Database (CPD) is being developed in parallel with the new framework. This will assist in effective monitoring of performance of all contracts, whether bus, demand responsive, community transport or ferry services. The database will contain details of all services that are subsidised from the passenger transport revenue budget. It will include contract number, route description, hours of operation, operator details, level of subsidy and patronage. The aim will be to try and make the top performers into commercial routes whilst identifying under performers.

A fundamental aspect of the reviews will be the engagement of stakeholders in the process. This will include bus operators, district and parish councils, the community transport sector and other key players.

## **Future schemes and initiatives**

### **Quality Bus Partnerships**

QBPs have a major role to play in combating congestion and maximising the capacity of the existing highway network. This aligns with the LTP approach of **reduce, manage and invest**.

Concentrating on improving services and facilities on those routes, which have the best potential for passenger growth will attract investment from commercial operators. The County Council will invest in roadside infrastructure, information provision and bus priority measures, while the bus operator provides new vehicles, timetable improvements and staff training. This strategy has been shown to produce good results in Hampshire.

QBP routes are selected after careful appraisal to ensure maximum benefit for the County Council's investment. A study was commissioned to identify appropriate routes. Its findings identified 29 potential routes across the county. A number of these have been implemented and the next routes for development have been identified. It is proposed to review existing schemes taking into account added value developments such as RTPI. This is set out in our Longer Term Strategy in Section 3.3. QBP routes feature in the frontline element of the proposed countywide bus network.

## **Interchange and infrastructure**

Hampshire is active in seeking to improve bus and inter-modal interchanges from main bus and rail stations through to individual bus stops. The Hampshire Accessibility Strategy will be key to the identification of problems and the development of interventions. This will be achieved through consultation with stakeholders, attitudinal surveys and, most importantly, Community Street Audits.

In 2001 Mott MacDonald was commissioned by the County Council to undertake an audit of 43 key interchanges. Four categories of interchange were defined in line with best practice guidance. A blueprint has been developed for each category of interchange and will be updated to provide a template for future schemes.

A recent initiative has been the installation of distinctive, purpose-designed interchange stops at bus stops nearest to rail stations in Hampshire. A similar approach is being evaluated for ferry interchanges.

Funding for major improvements to infrastructure is mainly achieved through scheme-specific capital allocations from the Local Transport Plan, or developer contributions. These can include improved access arrangements and walk routes, upgraded passenger waiting facilities, bus priority measures and information provision, both conventional and electronic.

There is a small allocation of budget for the provision and maintenance of bus stop poles. Additionally, small grants are made towards District and Parish Council infrastructure improvements, eg information boards, contributions towards new shelters, repairs to damaged shelters and provision of hard standing areas.

An ongoing issue is that of the general maintenance of bus shelters, other than those owned by a commercial supplier of such facilities. Passenger waiting facilities and roadside infrastructure influence the first impression of the bus network. At present 25% of the 1,200 or so shelters are maintained by advertising contractors with the remainder being maintained by District or Parish Councils. Although this is consistent with the six authorities benchmarked for the Best Value review, standards can vary markedly.

Of the benchmark authorities, Cheshire has a maintenance budget and has been considering the option of taking responsibility for shelter ownership and maintenance. This is an option for consideration within the duration of LTP2, however the call on funds must be balanced against the need to subsidise socially necessary services within a tight budget. LTP funding directed through QBPs provides a means to introduce high quality roadside infrastructure. This presents an opportunity to discuss future maintenance issues with District and Parish Council partners.

Access to bus stops in terms of walk or cycle routes and access for people with mobility problems must be complemented by raised access kerbs and bus stop clearways. This will ensure good access to low floor buses as part of building a seamless journey.

## Information

Poor presentation of transport information can create problems of inaccessibility, even where Accession shows that there are suitable public transport services. Traveline provides timetables and journey planning information by telephone (0870 608 2 608) and over the Internet at [www.traveline.org.uk](http://www.traveline.org.uk). The County Council, promoting travel choices and providing passenger confidence before and during their journey, supports this. It has been complemented by a countywide RTPI programme and Internet and travel information kiosks, which have been installed in busy public locations. Further details are contained in the Information Strategy, which is an annex to LTP2.

InfoMotion, the personalised marketing project, has proved an effective instrument in growing bus use through increased awareness. A total of 166,000 households within 400 metres of the county's busiest bus routes have been given this travel-planning opportunity. In addition to non-users, those in full time education and the over 60s have been identified as markets for further travel promotion.

## Innovative transport solutions

Quality Networks, where commercial, supported and school transport services are reviewed together, have the potential to benefit social inclusion in smaller towns or rural areas. This may allow revision of marginal commercial services and school times. In such cases the bus network as a whole can be re-planned to better meet public, school transport and social services needs and so maximise economies from integration. Savings on the education budget pass to schools through the established Spend to Save initiative (section 2.8).

Quality Networks and demand-responsive services will play a key role, especially in rural areas.

Hampshire has a higher proportion of elderly people than the national average and a diverse geography in which 90% of the land space is rural with 87% of the population living in urban areas. The County Council has developed the innovative Cango family of demand-responsive services. These blend together elements of dial-a-ride and conventional rural bus services by adding 'roam' zones, pre-booking opportunities, modern call centre techniques and state of the art vehicles. Passenger growth is impressive but operating costs have been high. The Passenger Transport Area Reviews, and partnership with Social Services transport and local health agencies, will provide opportunities for synergy. A rationalisation of community transport schemes on a district by district basis with close links with the Local Strategic Plans will be implemented. A strategy for Cango services, in keeping with revenue potential, will exploit opportunities for more cost effective operation.

Personalised marketing is a proven success in the county, in particular on QBP routes, which often incorporate low-income areas. This shows the opportunity to attract non-users who are unaware of the travel options available. The potential to encourage bus use among non-users and greater use amongst groups such as the over 60s, 16-18 year olds and others in full-time education will be explored. Further initiatives will examine joint promotion with events organisers and visitor attraction, with special bus services to boost community involvement and participation to reduce the pressure to travel by car.

## **Park and ride**

Park and ride schemes, both local and strategic, can help reduce urban congestion, especially for towns where the hinterland may not support an extensive bus network or where highway and car park capacity is constrained. It is recognised that park and ride schemes may undermine existing bus services. Such consequences must be considered within the initial feasibility work alongside the complementary measures required to ensure success.

The first LTP presented the Winchester Movement and Access Plan' (WMAP) in which park and ride formed a key element. Park and ride contributes positively to the aim of reducing traffic within the city, and hence the target of improving air quality.

Studies are underway to establish the business case for the proposals, present an Environmental Impact Assessment, identify a preferred site and examine the optimal bus route options into the city centre. A site has been identified to the south of Winchester, which will be well placed to serve Romsey Road, a key radial route and employment location. The routes and areas to be served by the new site will be coordinated with those served by the existing sites to the east of the city. There may be the opportunity to use existing bus services passing the site to provide additional connections into the city.

The delivery of the park and ride will be complimented by a package of bus priority and traffic management measures. Bus priority measures are being developed for implementation over the plan period for Badger Farm Road and Romsey Road. Other locations for priority measures will be evaluated. These measures will benefit existing bus services.

## **Ticketing and fares**

Most services are commercially operated with fare levels set by the operator. The County Council works with operators to develop multi-operator tickets such as the Solent Travelcard and Blackwater Valley Travelcard. These allow travel on all bus services in an area whether commercially operated or supported, irrespective of operator. The County Council wishes to see these tickets become multi-modal to include rail travel and is encouraging wider availability of bus add-on tickets for all railway stations in the county.

Fare levels and the ability to easily transfer between services without financial penalty are key to challenging the impact of social exclusion and overcoming barriers of accessibility to facilities and services.

Workplace travel schemes provide an opportunity to provide bulk ticket purchase to employers to encourage increased public transport use.

Smartcard ticketing simplifies payment and can boost boarding times, which speeds up services and encourages patronage.

Hampshire County Council administers the countywide Farepass scheme for the over 60s and people with disabilities on behalf of the District Councils. The introduction of free travel for people over 60 in April 2006 will provide new demands and opportunities for the bus network.

The 16 to 18 age group presents an area of the travel market with potential for expansion.

Where the County Council is a key player on supported routes in a given area or time of day, fare initiatives may be developed to increase patronage.

### **Stakeholder engagement**

The County Council will rarely be the only provider of passenger services. Partnership working is key to delivering quality bus services.

Capital investment programmes will be developed through Area Transport Strategies, which are managed by joint panels comprising Members of the County and District Councils. There are four strategy areas: North Hampshire, Central Hampshire, New Forest and Solent. In the Solent area, the County Council works closely with Portsmouth and Southampton City Councils and with a wider group through the Solent Transport partnership.

Partnership will be key to influencing demand-management measures, parking availability and charging policy.

Seamless travel is vital for the bus to be a real alternative to the car. Local authority boundaries or the presence of different transport operators should not be a barrier to travel. Effective partnership working to address this has been achieved, notably through the Solent Transport and Blackwater Valley partnerships. Recognising the key role of the bus, the County Council is ambitious to achieve more from its partnerships through strengthened management arrangements, more effective monitoring and measures to secure passenger-focused improvements.

Clearly the Council's partners must be party to any changes; equally improvements will only result if there is effective commitment on all sides to delivery of the necessary resources and implementation. The Bus Strategy reflects the comments made by the major bus operators on the draft proposals.

Through the Bus Strategy the Council will engage with its partners to agree shared objectives and a shared determination to make the bus the mode of choice wherever possible.

### **Setting standards, delivering quality**

For the bus to be a realistic alternative, it is important that users can expect a given standard of service in the way they are treated and what happens if things go wrong. Consultation with bus operators will explore the opportunities for a 'Service Charter' to ensure appropriate quality and service level agreements. Performance data for contracted services needs to be timely and relevant, allowing existing arrangements to be updated, where necessary. For all services, whether QBP, commercial or supported, the opportunity will be investigated to establish a Customer Charter for operators. This would defined standard could be achieved for dealings with passengers, response to complaints, and refunds or free travel offers for failed or delayed journeys.

Quality of service is vital. The majority of routes are provided commercially and here the County Council has achieved good results through QBP working and through the introduction of high quality infrastructure and interchange facilities. For tendered services there is a balance to be struck between specification of standards and costs. The County Council is currently developing revised conditions of contract for all transport services and will be consulting with operators. These will include a more explicit reference that standards offered will be taken into account in the award of contracts.

### **Other initiatives**

The selection of Hampshire as the Rural Pathfinder for the South East of England in October 2004 will bring together local stakeholders to develop simpler, more effective means to deliver local public services in rural areas. Local Area Agreements provide a further opportunity for practical partnership working.

A review of supported services is currently underway. It will provide an opportunity to make improvements by raising the standards required and address performance monitoring. There is also a need to encourage competition for such services to allow a greater choice of operators and lower overall costs. Operators need to be given incentives to grow patronage on supported services and improve the offer through greater use of low floor vehicles and innovative timetables. This is discussed further in section 6.

### **Monitoring performance**

#### **Reflecting needs and aspirations**

The range of performance indicators is shown in section 4.1 will be further developed as appropriate to ensure timely and effective tracking of progress and outcomes.

The Bus Strategy is a living document. To ensure the continuing focus on the views, needs and aspirations of stakeholders, the County Council is currently undertaking a programme of opinion polls, citizens panels and focus groups. The County Council will work with all stakeholders in the delivery of shared objectives and make the bus the mode of choice.

Modern management techniques and new software tools including the Department for Transport accessibility programme, Accession, will allow a more objective appraisal of travel needs and passenger transport provision for each area. This will allow the effectiveness of the network to be monitored and reviewed on an ongoing basis.

The County Council aims to increasing awareness of its role as the local passenger transport authority and, through regular consultation, establish shared priorities with all partners and stakeholders. This will ensure that the Bus Strategy and the Local Transport Plan, of which it is a key component, evolve to meet the changing needs of residents and visitors to the county.

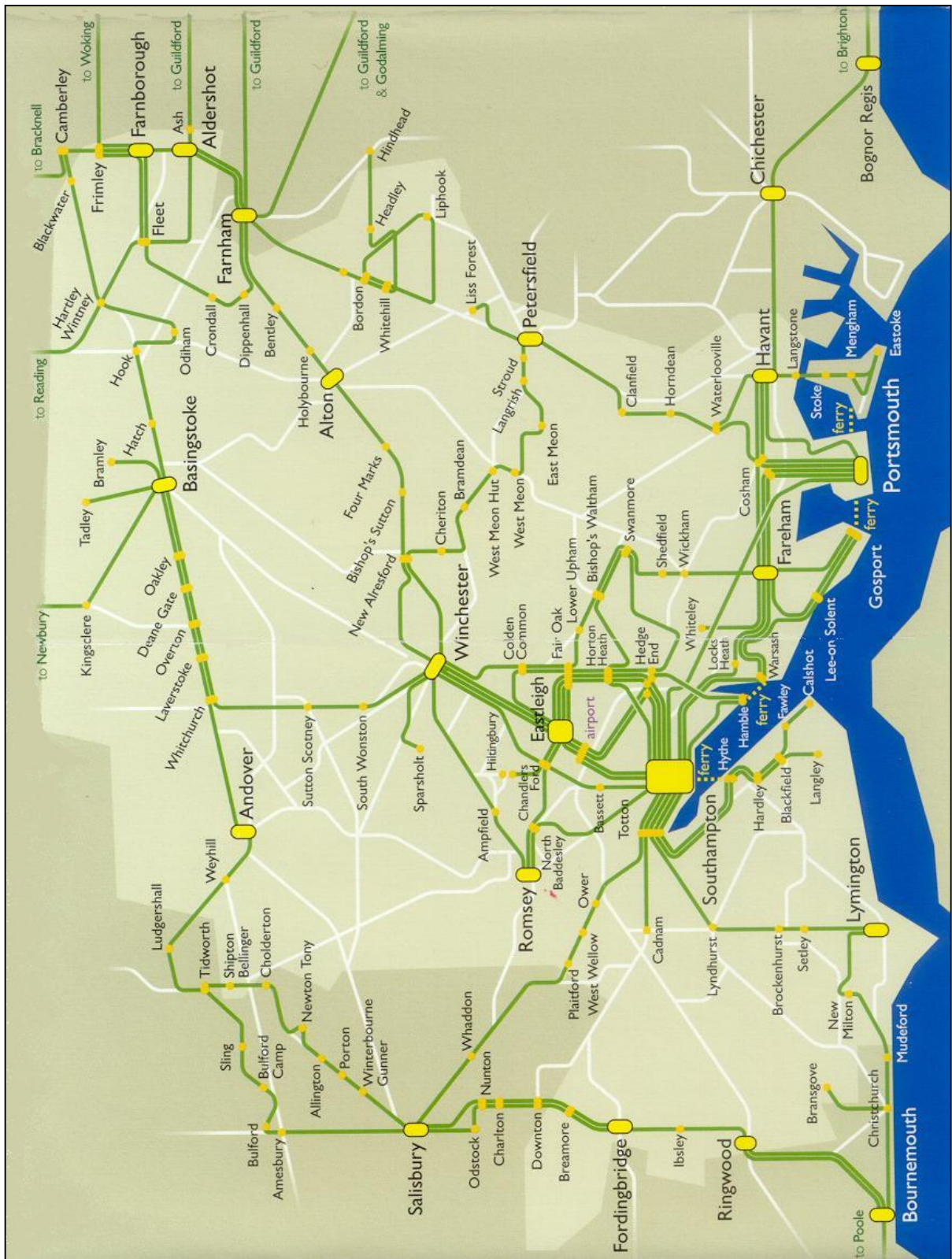
New approaches to tendering, price review formulae and standard setting will help ensure best value, price control and service stability in the bus network. The visible framework of a clearly defined bus network will be established. This will integrate appropriate levels of service, blend with education and social services transport needs

and build on the County Council's experience of effective marketing and promotion. It will ensure that the bus is a visible and viable option for all sections of the community.

Key to the success of the Bus Strategy is that it encompasses regular dialogue with stakeholders to re-validate its objectives. A range of management tools will be used to assess needs and provision. Delivery systems and standards will be reviewed to provide a relevant and cost effective bus network for the period to 2011 and beyond.

## Appendices

### Appendix I. The Hampshire Bus Network – Existing Routes – Overview



**Appendix 2. The 5 year plan for bus strategy schemes**

<b>Scheme Title</b>	<b>LTP</b>	<b>EF</b>	<b>Year</b>
	<b>£000s</b>	<b>£000s</b>	
Andover - Quality Bus Partnership (QBP)	200		2006/07
Alençon Link Bus Interchange Imps.		350	2006/07
SVD at Traffic Signals, Aldershot Route 1		60	2006/07
A27 Botley Rd Hedge End Link-Bus Access	315	60	2006/07
Wecock Farm- Southsea QBP	500		2006/07
Southampton-Waterside QBP	350		2006/07
Eastleigh QBP (Derby Rd/Passfield Ave)		70	2006/07
Yew Tree drive, Whiteley	250	250	2006/07
Passenger Transport Information	180		2006/07
Rail Stations and Interchanges	70		2006/07
South Winchester Park & Ride	4,800	100	2007/08
Basingstoke – Chineham QBP	50	100	2007/08
Hedge End – Southampton QBP	200		2007/08
Gosport – Fareham QBP	500		2007/08
Havant – Waterlooville – Wecock Farm QBP	250		2007/08
Rail Stations and Interchanges	75		2007/08
Passenger Transport Information	200		2007/08
Quality Bus Partnerships- various	600		2008/09
Passenger Transport Information	200		2008/09
Quality Bus Partnerships- various	750		2009/10
Passenger Transport Information	200		2009/10
Rail Stations and Interchanges	50		2009/10
Winchester Bus Priority	1,000		2009/10
Farnborough Main Station Interchange		1,500	2009/10
Passenger Transport Information	200		2010/11

**EF** – External Funding

### Appendix 3. The Subsidised and Commercial Network

This is a preliminary list, subject to revision in the light of results from the Accessibility service analysis program. The services shown are subject to regular review.

#### Frontline Network

A Andover – King Arthurs Way  
 B Andover – River Way / The Drove  
 C Andover – Charlton  
 U1 Southampton Airport – University - Southampton  
 1 Winchester-Harestock/Stanmore  
 1 Winchester-Chandlers Ford-Southampton  
 1 Basingstoke-Hatch Warren/Baughurst  
 1 Aldershot-Camberley  
 1A/1B/1C/5 Fareham-Southsea  
 2 Basingstoke-Brighton Hill/Chineham  
 2 Southampton-Eastleigh-Fair Oak  
 3 Southampton-Hedge End  
 3 East Popley-Basingstoke-South Ham  
 3 Aldershot-Yateley (part)  
 X3 Salisbury-Ringwood-Poole  
 4 Southampton-Romsey  
 4/5 Farnham-Aldershot  
 5 Basingstoke-West Popley/Kempshott  
 5 Badger Farm-Winchester-Winnall  
 6 Basingstoke-Winklebury  
 6 Winchester-Springvale  
 6 Farnborough-Prospect Estate  
 7/8/9 Andover-Salisbury  
 X7 Southampton-Salisbury  
 X8/X9/38/X38 Southampton-Hythe-Blackfield  
 9/9A Eastleigh-Hamble/Southampton  
 13 Alton-Liphook  
 15 Aldershot – Tices Meadow  
 16 Southampton-Hamble  
 18/19 Aldershot-Haslemere  
 20 Aldershot-Guildford  
 21 Havant-Leigh Park -Portsmouth  
 23 Leigh Park-Havant-Portsmouth  
 28/X28 Basingstoke-Alton  
 30/31 Havant-Hayling Island  
 32/32A Basingstoke-Newbury  
 X35 Southampton-Bournemouth  
 34 Fareham-Gosport  
 37 Havant-Cowplain  
 38 Liss-Petersfield-Portsmouth  
 39 Havant-Wecock Farm  
 40 Wecock Farm-Waterlooville-Southsea  
 41 Clanfield-Waterlooville-Southsea  
 56/56A Southampton-Lymington  
 57/X57 Warsash-Fareham-Portsmouth  
 X64 Winchester-Guildford  
 66/X66 Winchester-Romsey

67 Winchester-Petersfield  
69 Winchester-Fareham  
72 Aldershot-Fleet-Reading  
72 Gosport-Southampton  
76/86 Basingstoke-Andover/Winchester  
78/79/80/80A Fareham-Southampton

**Frontline Network (continued)**

82/83/85/86 Fareham-Gosport  
121/3 Lymington-Bournemouth  
200 Basingstoke-Camberley  
700 Brighton-Havant-Southsea

**Subsidiary Network**

D Andover-Floral Way  
E Andover-Picton Road  
F Andover-Leigh Road  
G Andover-Colenzo Drive  
H Andover-Sheep Fayre-Admirals Way  
J Andover-Goodworth Clatford  
1/1A/1B Andover-Grateley/Kimpton  
2 Winchester-Oliver's Battery  
2 Farnborough-Camberley  
2 Basingstoke Brighton Hill/Chineham (part)  
3 Aldershot-Yateley (part)  
4 Winchester-Teg Down  
4 Basingstoke-South Ham  
6 Southampton-Hedge End-Boorley Green  
7 Basingstoke-Black Dam  
7 Farnborough-Camberley  
7 Southampton-Bishop's Waltham  
7 Winchester-Sparsholt  
8 Eastleigh-Bishop's Waltham  
8 Basingstoke-East Oakley/Black Dam  
9 Basingstoke-Winklebury/Chineham  
10 Winchester-Basingstoke  
11 Basingstoke-South View  
11 Winchester-Highcliffe  
12 Basingstoke-Old Basing  
13 Basingstoke-Kempshott Park  
14 Aldershot-Farnham  
20/X20 Andover-Newbury (CANGO)  
22 Leigh Park-Havant-Portsmouth  
23/24 Alton town service  
25/26/X26 Winchester-Andover  
25A Fareham-Highbury  
27 Havant-Rowlands Castle/Emsworth  
27A Winchester-Barton Stacey  
29/30 Gosport-Haslar  
30 Romsey-Halterworth  
30/30A Southampton-Cadnam  
31 Fareham-Tertiary College

31/31A Southampton-Fritham (part)  
32 Southampton-Calmore  
32/33 Romsey Town Service  
33/35/35A Fareham-Hill Head  
34 Romsey-Salisbury  
36/36A Hythe local service  
36 Havant-Southbourne/ASDA  
36 Romsey-Salisbury (part)  
36 Fareham-Lee on Solent  
37 Hythe-Applemore/Blackfield  
X40 Wecock Farm-Portsmouth  
X41 Clanfield-Portsmouth  
41 Farnborough-Ash  
42 Waterlooville-Catherington  
43/44/45 Woodfalls-Salisbury

**Subsidiary Network (continued)**

44/44A Southampton-Valley Park-Eastleigh  
44/44A Basingstoke-Tadley  
45 Basingstoke-Bramley  
45/45A Portsmouth-Denmead/Hambledon  
46 Aldershot-Guildford  
46 Winchester-Southampton  
48 Farnborough-Woking  
49/49A Eastleigh-Winchester  
54 Petersfield-Chichester  
56 Aldershot-Farnborough  
63/64 Tidworth-Salisbury  
63 Havant-Whiteley  
64 Winchester-Old Alresford  
65 Romsey-Eastleigh  
68 Winchester-Salisbury  
70 Andover-Swindon  
71 Farnham-Camberley  
72 Alton-Petersfield  
73 Aldershot-Fleet-Crookham  
74/77 Fleet-The Verne/Elvetham Heath  
77 Andover-Stockbridge  
87/87B Fareham-Gosport  
87A Gosport-Stubbington  
87/X87/88 Andover-Salisbury  
88 Farnborough-Business Park  
91 Andover-Walworth/Monxton  
93/95 Fareham-Highlands  
94 Petersfield Town Service  
95 Petersfield-Buriton/High Cross  
95/95A/96/96A Winchester-East Stratton  
96 Fareham-Highlands  
99/X99 Winchester-Stockbridge-Andover  
104/105 Newbury-Tadley-Calcot  
112 Lymington-Hythe  
117/119 Lymington-Pennington  
118 Lymington-Ringwood

120 Lymington-Sway  
120 Whitchurch-Newbury  
134/135 Ringwood-Bournemouth  
136/137 Ringwood local service  
143/148 Reading-Tadley  
161 Ringwood-Poole  
175 Ringwood-Christchurch  
192 New Milton-Hordle  
194/5 New Milton-Barton on Sea  
201/211 Alton-Hartley Wintney  
205 Alton-East Tisted  
210 Alton-Basingstoke  
221 Bordon-Whitehill  
700 Farnborough-BAe  
N1 Fareham-Gosport (night)  
N2 Gosport Circular (night)  
N3 Southampton-Rownhams (night)  
N6 Southampton-Botley (night)  
N7 Southampton-Hamble (night)  
NS1 Southampton-Winchester (night)  
NS2 Southampton-Fair Oak (night)  
NS3 Southampton-Hedge End (night)  
NS4 Southampton-Romsey (night)

**Social Network**

K Andover-Saxon Fields  
2 Hawkley-Petersfield  
6A Winchester-Abbotts Barton  
1 / 2 Totton Link  
17 Bishops Waltham-Petersfield  
26 Fareham-Hedge End  
31/31A Southampton-Fritham (part)  
35 Romsey-Braishfield  
36 Basingstoke-Stoney Heath  
38/38A/138 Fareham/Waterlooville-Wickham  
39 Romsey-Bramshaw  
41 Salisbury-Ringwood  
47 Overton local service  
49 Fordingbridge-Salisbury  
54 Basingstoke-Hannington  
73 Andover-Kimpton  
63 Winchester-Owslebury  
76 Fleet-Zebon Close  
78 Fleet-Quetta Park  
77 Andover-Stockbridge (part)  
191 New Milton-Chatsworth Park  
333 Basingstoke-Hartley Wespall  
212 Alton-Oakhanger (Dial-a-Bus)  
Alresford Car Share  
250 Liphook local service  
252 Greatham-Petersfield (Dial-a-Bus)  
294 Lindford-Petersfield (Dial-a-Bus)  
295 Headley-Petersfield (Dial-a-Bus)

296 Liphook-Farnham (Dial-a-Bus)  
300 Denmead-Chichester  
301/302 Wimborne-Alderholt-Salisbury  
303 Cranborne-Ringwood  
309 Basingstoke-New Alresford (part)  
310 Basingstoke-Steventon  
315 Blandford-Ringwood  
430 Farnborough-Basingstoke  
520 Aldershot-Guildford  
C1 Andover Rail Link (CANGO)  
C2 Whitchurch Rail Link (CANGO)  
C3 St Mary Bourne-Andover (CANGO)  
C4 Barton Stacey-Andover (CANGO)  
C5 The Chutes-Andover (CANGO)  
C6 Vernham Dean-Andover (CANGO)  
C7 Picket Piece-Andover (CANGO)  
C21/22 Newbury-Woolton Hill (CANGO)  
C23/24 Newbury Burghclere (CANGO)  
C32 Lymington-New Milton (CANGO)  
C33 Lymington-Buckland (CANGO)  
C40 Alton-Four Marks (CANGO)  
C41 Alton-Basingstoke (CANGO)  
C42 Basingstoke-Alton (CANGO)  
C43 Basingstoke-Long Sutton (CANGO)  
C44 Alton-Binsted (CANGO)  
C210 Alton-Basingstoke (CANGO)  
M2 Burton-Poole  
Alresford Car Share  
Lovedean Car Share  
Northney Car Share  
Hayling Island Ferry Car Share  
Whitchurch Community Bus

**Social Network (continued)**

Meon Valley Community Bus  
Broughton-Mottisfont Community Bus  
Harting Minibus