

Data responses from Arriva

1. Arriva patronage by month on services operated by our Stevenage depot from April 2019 until 26th June 2023. We moved onto new ticket machines in early 2019, so the pulling the data together for before this period is a lot more difficult. However, I think the data from April 2019 should cover enough of a period before Covid to be useful.
2. Arriva scheduled live mileage by month on service operated by our Stevenage depots for the same period.
3. Arriva scheduled operated mileage % by month for the same period. We have struggled with driver numbers at Stevenage as is the case across much of Hertfordshire. The situation has gradually improved over the last 6 months but we are still very short of drivers at our Stevenage depot and this is reflected in this metric which whilst being much improved is still lower than we would like it to be. We are very focussed on recruitment and this combined with service alterations in September will improve the situation further.

In terms of fares per km, this is not a figure we measure. Our costs are driven primarily by journey time rather than journey length, so the speed of services plays a large factor in our costs and this is reflected in our fare structure. Our fares across Hertfordshire, Essex and Bedfordshire are fairly consistent. Adult day ticket prices for similar towns vary from £4.90 to £5.30, with Stevenage priced in the middle at £5.10.

We have no data on arrivals by bus, only departure data. However, because of recovery from covid, and the subsequent £2 fare cap, any data for the last 3 years is not clean enough to assess the impact of the closure and opening of the bus station. The variances due to Covid and the £2 fare cap far outweigh any impacts of the bus station move.