

To the Portfolio Holder and Team.

- 1) Please can you offer your impression of events in the March of this year, when Arriva cancelled the Zebra contract for electric buses in Stevenage. I respect that SBC has no formal responsibility for running bus services, but the provision of bus services for our community is integral to thousands of daily journeys in the town, and an important part of a vision of economic growth which is sustainable.
- 2) The Bus Station has positive and negative features. The seating for passengers in the station is good. As is the convenience shop and café. However, there is space for further public seating around the bus station, and concerns about the cleanliness of the facility, particularly the floor. What inspection regime is in place to ensure that services at the bus station can be improved at this important local transport hub.
- 3) Many local concerns have been expressed about the current connectivity of the Bus Station to the town, and the challenges this presents to bus passengers who have long term condition or disabilities. The alighting area at the bus station is 370 paces from the centre of Event Island Square, and 450 paces from the central Clock Tower. There is no provision of any hireable mobility aids, anywhere near the Bus Station, and overall directional signs to the Bus Station are poor across the town centre area. The provision of travel information is ok on the screens in the bus station, but there is no screen at a lower level to support those in wheelchairs, or information as to how the information can be accessed by an app on a handheld device. Why is this?
- 4) A regular conversation needs to take place about bus services, around, and to and from Stevenage, to encourage improvements in services for Stevenage Residents. What value would you ascribe to an annual "bus summit", which invites HCC, Arriva, (and other bus service providers), neighbouring District Authorities, and Bus User Groups, to sense check service delivery, and offer feedback on improvement in services. Whilst offering a more coherent vision of sustainable bus services for the future.

Questions to Community Groups.

- 1) Please offer a view on the reliability of bus services in Stevenage, and whether services are currently improving. What are the daily frustrations with services. Travel information, cleanliness of vehicles, cost of tickets?
- 2) Can you offer a view on the frustrations those with long term conditions or disabilities face when using buses?
- 3) Would you appreciate the opportunity to be consulted on changes to services, or offer feedback to Hertfordshire County Council or Arriva on local bus services?
- 4) Is it fair to say that the bus is not an alternative, it is a necessity for many living in our town. With out it lots of people are more isolated, less healthy, and facing problems holding down jobs?