By: Phil Lightowler, Head of Public Transport, HT&W

To: KCC Scrutiny Committee - 10 May 2018

Subject: **KCC Buses Select Committee**

Classification: Unrestricted

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1. Introduction

1.1   This short report and attached appendix, has been produced to provide the Scrutiny Committee with an update on the progress being made by Public Transport in implementing the recommendations of the KCC Buses Select Committee.

1.2   In March 2017, a first update on progress was provided to the Scrutiny Committee and this report covers a further 12 months of progress.

2. Progress

2.1   As reported at the Scrutiny Committee in March 2017, Public Transport holds an action plan in respect of the Buses Select Committee recommendations.

2.2   This action plan is updated as recommendations are implemented or where there are other developments in respect of a recommendation.

2.3   For ease, a summary from this action plan is inserted, to act as the core of this report, as it sets out the current position in respect of each recommendation. The summary is shown as appendix A.

2.4   The committee should note that work continues around several recommendations; particular attention is drawn to the Big Conversation programme, which will impact recommendation 11 on rural services and recommendation 15 regarding community transport.

2.5   The key aims of the Big Conversation programme are to inform what a total transport model for rural services could look like and so are to;

- Maintain and where possible improve rural accessibility for those without alternative means of travel
- Help tackle social isolation
- Improve the use of existing transport resources including Community Transport and integrate those services with the wider commercial transport network

- Contribute to increasing resilience and continuity of service delivery
- Improve the sustainability of services
- Make the best use of technology to transform access to public transport
- Understand acceptability of interchange from connector to main line bus
- Understand tolerance to charging or removing concessions from services
- Proved the 'right transport' solution for the 'right client need for the right price'

2.6   The programme will outline the possible alternative delivery models for rural bus services, models which could replace conventional socially necessary bus services, provide greater access and be more financially sustainable.

2.7   Potential alternative models could be;

- Demand responsive transport – either as part of a wider KCC project or commercially led.
- Taxi bus style feeder services – linking rural communities to main line commercial bus services but with guaranteed connection.
- Community led transport services – either a community bus or contracted service.

However, the list is not exhaustive, and we will be looking for other ideas throughout public consultation and market engagement.

2.8   The programme will be split into five key elements.

- Engagement with Parish Councils through the Kent Association of Local Councils (KALC)
- Engagement with commercial transport providers on new alternatives
- Engagement with community transport on the art of the possible
- Engagement with technology providers on total transport and MaaS
- Engagement with the public/stakeholders through a formal consultation
- A Rural Bus Summit to bring the elements together

2.9   A Programme Manager has been appointed by Growth, Environment and Transport to oversee the delivery of the programme. The programme manager will work with KCC Communications Team, KCC Consultation & Engagement Team & KCC Public Transport on delivery of the programme.

2.10   The engagement sessions with commercial transport, community transport and technology providers will be centred at Maidstone. However, sessions for the public and other key stakeholders will be spread across the county, to ensure that the programme reaches all parts of the county. This will include public meetings and focus groups.

2.11   The views expressed at all sessions will be collected, collated and distilled into a report by external experts.

2.12   The report findings will be used to develop appropriate pilots, which enable alternative delivery models to be tested, their use analysed and the user experience to be defined. These pilots could range from total transport pilots through to taxibus style feeder services.

3.   Conclusion

3.1   Members of the Scrutiny Committee are asked to acknowledge the progress made to date, the recommendations completed and note the on-going work of Public Transport in respect of the Select Committee report.