

West Craven Committee - Meeting with Transdev, 13th November 2023

Attended

Cllr David Whipp	Chair of West Craven Committee, Pendle Borough Council (PBC) and Barnoldswick Town Councillor
Cllr Susan Land	Earby and Coates Councillor, PBC
Paul Turner	Commercial Director, Transdev
Jason Kelly	Trainee Engineer at PBC

Paul Turner highlighted the struggle with capacity in the mornings. Steps have been taken to tackle the issue. The inclusion of two more double decker buses has had a successful impact. An additional M6 journey has attracted around 45 passengers.

The number of passengers has gone up as follows since March -

- 6.3% increase in people using buses serving West Craven.
- 3% increase in bus use in Barnoldswick
- 5.6% increase in bus use in Earby.
- 12.1% increase in bus use in Skipton

The increase in capacity has reduced the number of passengers unable to board because of buses being full.

More children are travelling by bus to get to schools/colleges, and services will be reviewed for the new school year. An issue is that student passes are only issued in August, which is too late for service changes in September.

Time management has improved due to there being more buses.

However, issues have risen due to longer lead times and delays with acquiring vehicles. Two further double decker buses are due to join the fleet in the next two to three months, which should lead to further capacity improvements, but there are issues with longer lead times and delays acquiring vehicles.

Transdev were unable to re-route Mainline services to Burnley College, but college buses had been re-timed and these were being used by 55 students. One in the morning going from Barnoldswick to Burnley. Two in the afternoon going back to Barnoldswick. One at 2pm and the other at 4:15pm.

Transdev were unable to shorten journey times to Burnley on the M6 by making it an express service, as the service was an integral part of the overall Mainline provision.

Cllr Whipp welcomed the announcement from Transdev of additional evening services, which are due to start later this month. Mr Turner said that a similar initiative in Blackburn and Ribble Valley had been successful and a further round of improvements may be possible in future.

Cllr Whipp referred to concerns about the Transdev App, which provided live bus timing information and enquired about the implementation of real time displays at bus stops. Mr Turner said their experience was that passengers found the app more useful.

It was agreed that it would be helpful to have a progress meeting between West Craven Committee and Transdev in spring.