

Universal  
Services

# Passenger Transport Forum

9th & 11th June 2026

Passenger Transport Team

# Welcome

- Introductions
- Format of session
- Questions in chat or after presentations

\*Please keep your microphones on mute unless speaking. Thank you

# Agenda

1. Welcome & recap on buses in Hampshire (who does what) & intro to BSIP
2. Your Bus Journey Survey results 2025
3. Updates from Hampshire's bus operators
4. Bus Stop Infrastructure improvements
5. Outcomes of Recent Grant Streams

## Q&A – Session 1

6. Northern Test Valley Transport on Demand – 1 year on
7. Changes to the Hampshire bus network
  - Service enhancements
  - Community Transport Update
  - Bus It? Fare Play campaign
  - Role of Parish Councils in promoting improvements
8. Planned improvements for 2026/27 and 2027/28

## Q&A – Session 2

# 1. Buses – Who Does What?

## Department for Transport responsibilities:

- Sets national bus policy – National Bus Strategy
- Awards funding to local authorities to support bus services e.g. BSIP
- National initiatives - e.g. £3 fare cap, integrated multi-operator ticketing

## Bus operators

- Commercial companies run buses for profit – no public service obligation
- They decide on the commercial bus network = about 90% of bus mileage in Hampshire

## HCC responsibilities include:

- Concessionary travel scheme – older and disabled people's free bus passes £11m p.a.
- Identify 'socially necessary' bus services
- Provide public transport information
- Improve accessibility at bus stops
- Manage the highway so buses can operate reliably

# Hampshire Bus Service Improvement Plan (BSIP)

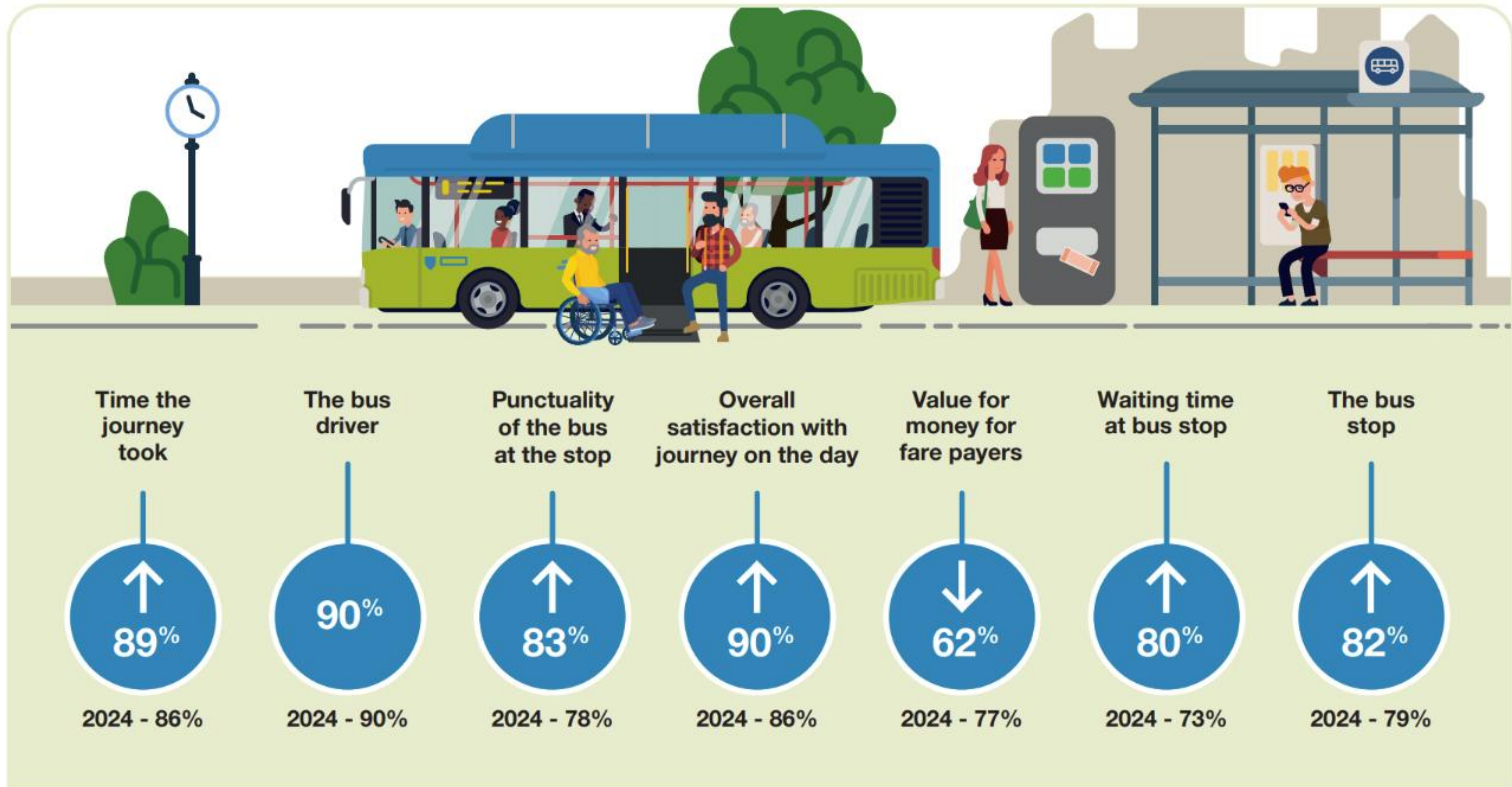
- Sets out how HCC in partnership with operators will invest funding from DfT to make bus services:



- This BSIP funding levers in significant private sector investment from bus companies and has strengthened and expanded the commercial network



# 2. Hampshire Your Bus Journey results 2025



# 2. Hampshire Your Bus Journey results 2025

		Overall journey satisfaction				
England	Area type	Rank - 2025	2025	2024	2023	% difference 2025-2024
			85%	83%	80%	2%
Warwickshire	Semi-rural	1	93%	-	-	-
Greater Nottingham	Urban other	2	93%	90%	87%	3%
Reading Buses	Urban other	3	92%	89%	86%	3%
Portsmouth	Urban other	4	92%	88%	83%	4%
North East Lincolnshire	Urban other	5	91%	87%	83%	4%
Derbyshire	Semi-rural	6	91%	91%	83%	0%
Nottinghamshire	Semi-rural	7	90%	90%	85%	0%
Cheshire East	Semi-rural	8	90%	88%	83%	2%
<b>Hampshire</b>	Semi-rural	9	90%	86%	-	4%
Bournemouth Christchurch and Poole	Urban other	10	90%	91%	90%	-1%
Worcestershire	Semi-rural	11	89%	-	-	-
Cheshire West and Chester	Semi-rural	12	89%	87%	81%	2%
Lancashire and Blackburn with Darwen	Urban other	13	89%	83%	80%	6%
Liverpool City Region	Urban metropolitan	14	88%	84%	83%	4%
East Riding of Yorkshire	Rural	15	88%	91%	90%	-3%
Leicester City	Urban other	16	88%	87%	82%	1%
Norfolk	Rural	17	88%	86%	81%	2%
Blackpool	Urban other	18	87%	86%	-	1%
East Sussex	Semi-rural	19	87%	87%	79%	0%

7% passenger growth in 2024/25 (1.7m more journeys than 2023/24)  
 Top-quartile national performance in 2025

**9th of 43 authorities**  
*(up from 19th of 39 in 2024)*

▲ Improved by 10 places year-on-year

# 3. Updates from Bus Operators

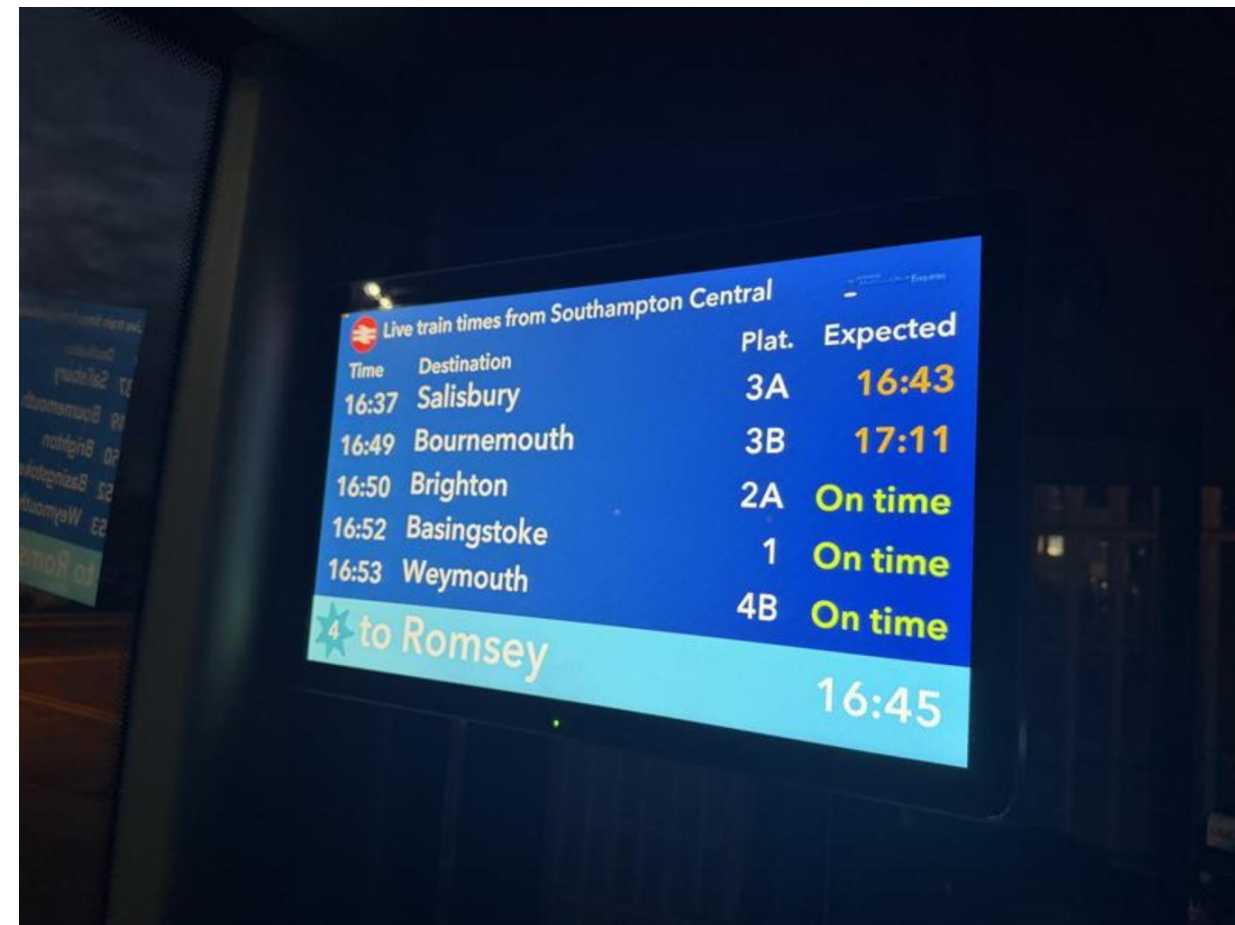


# Stagecoach

- Electric bus launch – new vehicles coming soon!
- Improvements to ‘next stop’ displays and information
- Improvements to ‘Real Time’ journey planning app (in addition to inclusion of services from other operators)



# What's Going On



- Live train times added to next stop screens
- Extension of £1.00 Evening Fare
- Improved Community Fund
- Further service improvements planned for September 2026



## What we have achieved so far and what's coming next

- Reduced frequency on the 2, X4, X5 with minimal patronage disruption.
- Supported Hover Travels transition to a Summer Timetable and aligned with our H1 service.
- Resumed Park and Ride 3 Service on the 6<sup>th</sup> June to run until mid September.
- 9/9A Service Update (Fareham – Gosport) from 7<sup>th</sup> June. 9A trips have moved onto the 9.
- Service 5 has added hourly evening trips Mon-Sat between 19:05-23:05 and frequency has increased on a Sunday from 60 minutes to 30 minutes.
- E1/E2 Frequency increase on Sundays from 15 minutes peak frequency to 10 minutes peak frequency.
- Further service improvements planned to introduce express services.

# 4. Bus Infrastructure Improvements

# New and refurbished Bus Stops delivered



Farnborough



Winchester



Winchester



Purbrook St. John the Baptist (SW-bound), London Road



Waterlooville precinct



Gosport



Gosport

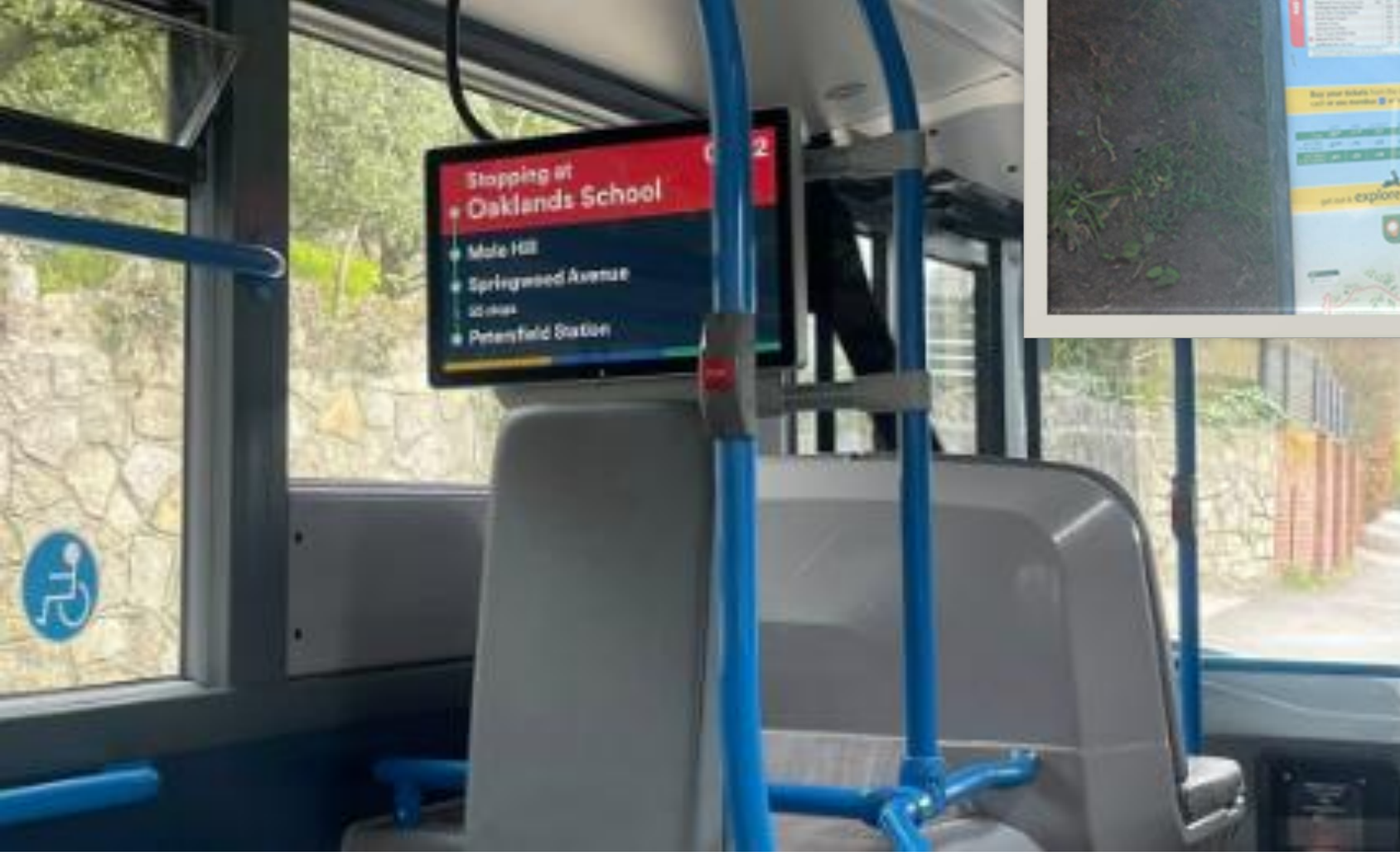
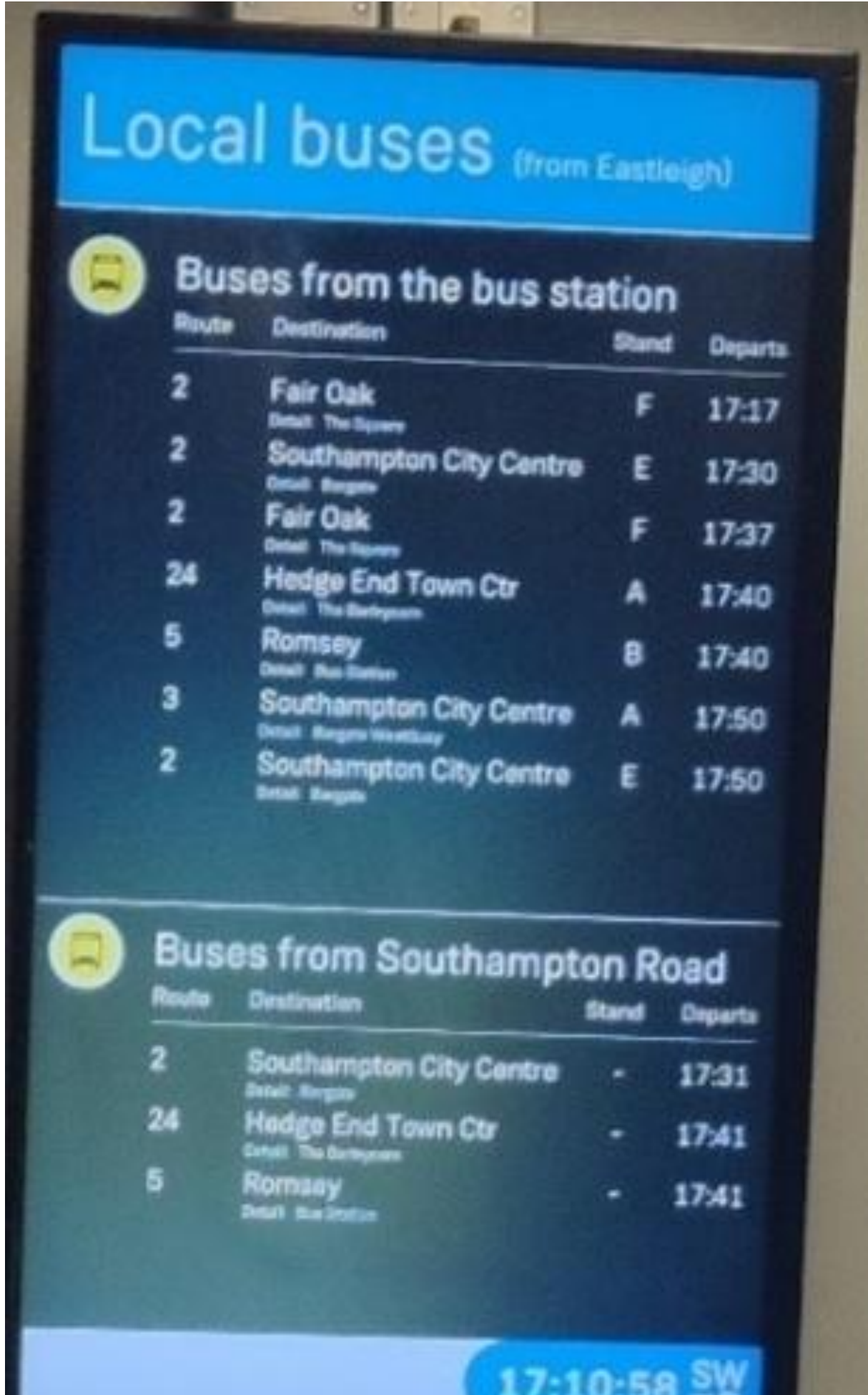


Clanfield, opp. St Michaels Way, London Road



Hordean, opp. Precinct, Portsmouth Road

# On-Bus 'next stop' screens & Real Time Displays delivered



New bus departure screen like this one installed by Platform 3 exit at Fareham

# New electric buses & infrastructure

## Now in service:

- 62 electric buses in Fareham/Gosport since autumn 2024 (Solent by First – DfT funding)
- 22 electric buses for Service 1 & 20 (Stagecoach – Surrey CC)

## Committed (Stagecoach):

- 11 buses for #700 Chichester-Emsworth-Havant-Portsmouth (funded by West Sussex CC)
- 77 buses for 20 routes in Havant Portsmouth area (HCC funding)
- **Committed (Salisbury Reds):**
- 5 buses for part of Activ8 route (HCC funding)



# **5. Update on outcomes of Recent Grant Streams**

# Parish Bus Shelter Grant Stream

Purpose – for Parish & Town councils able to apply for grants to carry out essential upgrades or replace ageing bus shelters

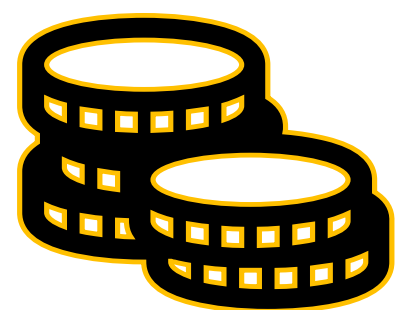
## Tranche 1 (2025/26)

- Awarded £554,000 of funding
- 41 Parish or Town councils have been awarded grants to refurbish or replace 137 bus shelters

## Tranche 2 (2026/27)

- Seeking to make more funding available
- Will be opening for applications shortly

**Funding to be re-opened for new applications shortly**



# Independent Travel Training

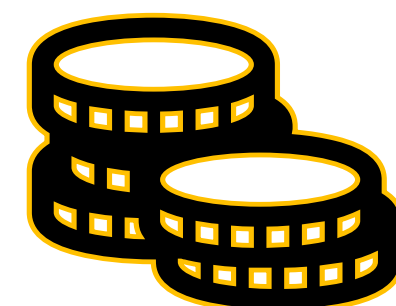
## Free travel training for people with sight loss in Hampshire

4TH SEPTEMBER 2025 HEALTH



Free training aims to help sight-impaired people use buses safely

- 78 participants engaged across two phases
- Classroom sessions, workshops, and supported journeys delivered
- ~30 participants progressed to independent travel
- Increased confidence and willingness to travel
- Reduced anxiety around travel
- Strong wellbeing and emotional benefits
- Practical travel skills developed
- Lived-experience facilitators were key to success



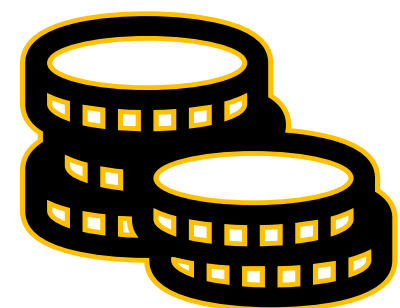
**Funding to be re-opened for new applications shortly**

# Community-led Transport Grants

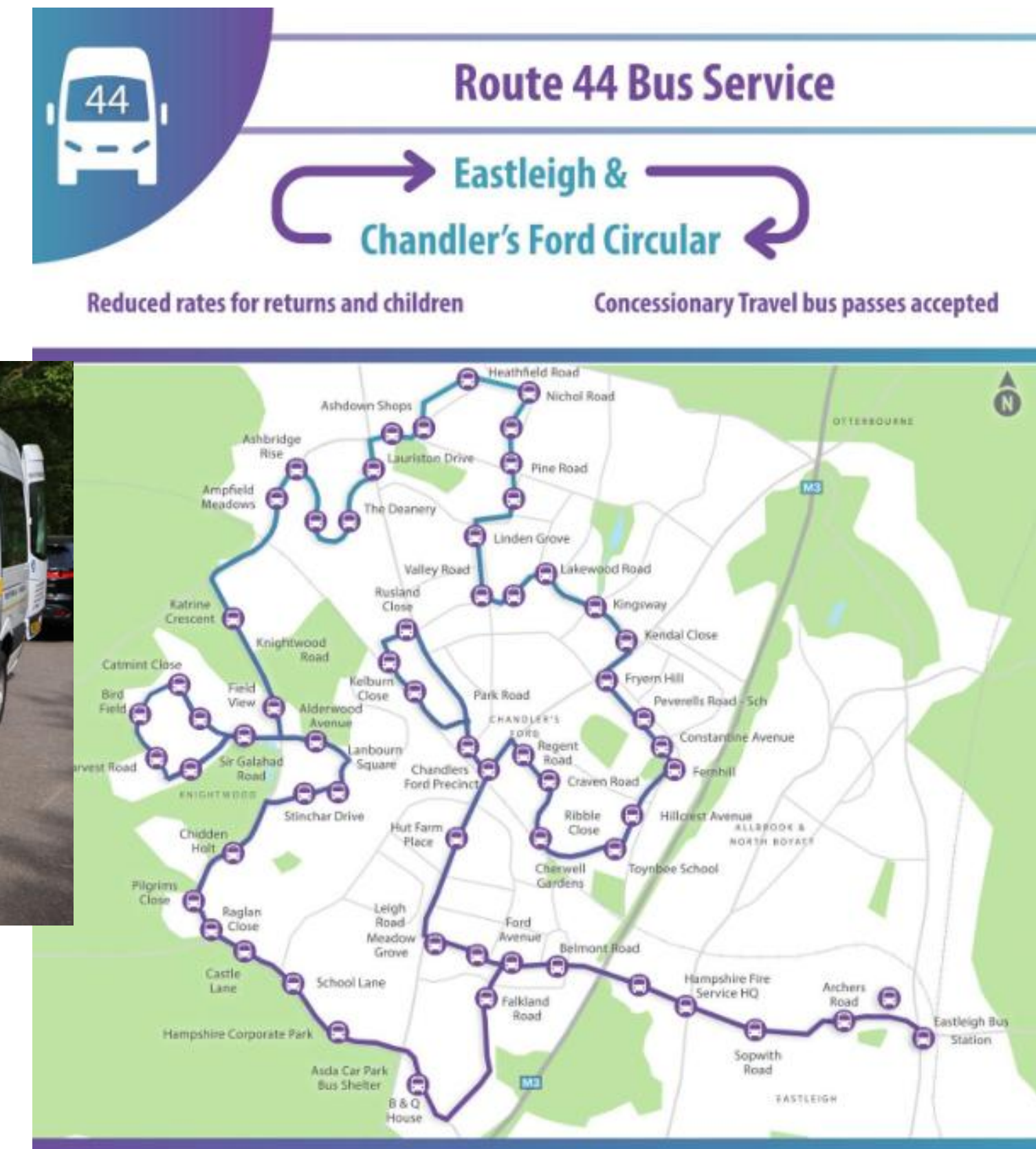
Grant funding to allow community groups and Parishes to promote existing transport provision and fill gaps in public transport connectivity

Grants have been awarded for

- Extension of 44 bus service to serve Valley Park and ASDA superstore into Eastleigh
- The creation of a shopper bus service for Eversley Parish Council
- Introduction of a new weekly CT shopper bus service Penn Wood / Woolton Hill area into Newbury.



**Funding to be re-opened for new applications shortly**



[Community transport toolkit | Transport and roads | Hampshire County Council](#)

For more information contact [community.transport@hants.gov.uk](mailto:community.transport@hants.gov.uk)

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# Q&A Session 1

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[Passenger.transport.enquiries@hants.gov.uk](mailto:Passenger.transport.enquiries@hants.gov.uk)

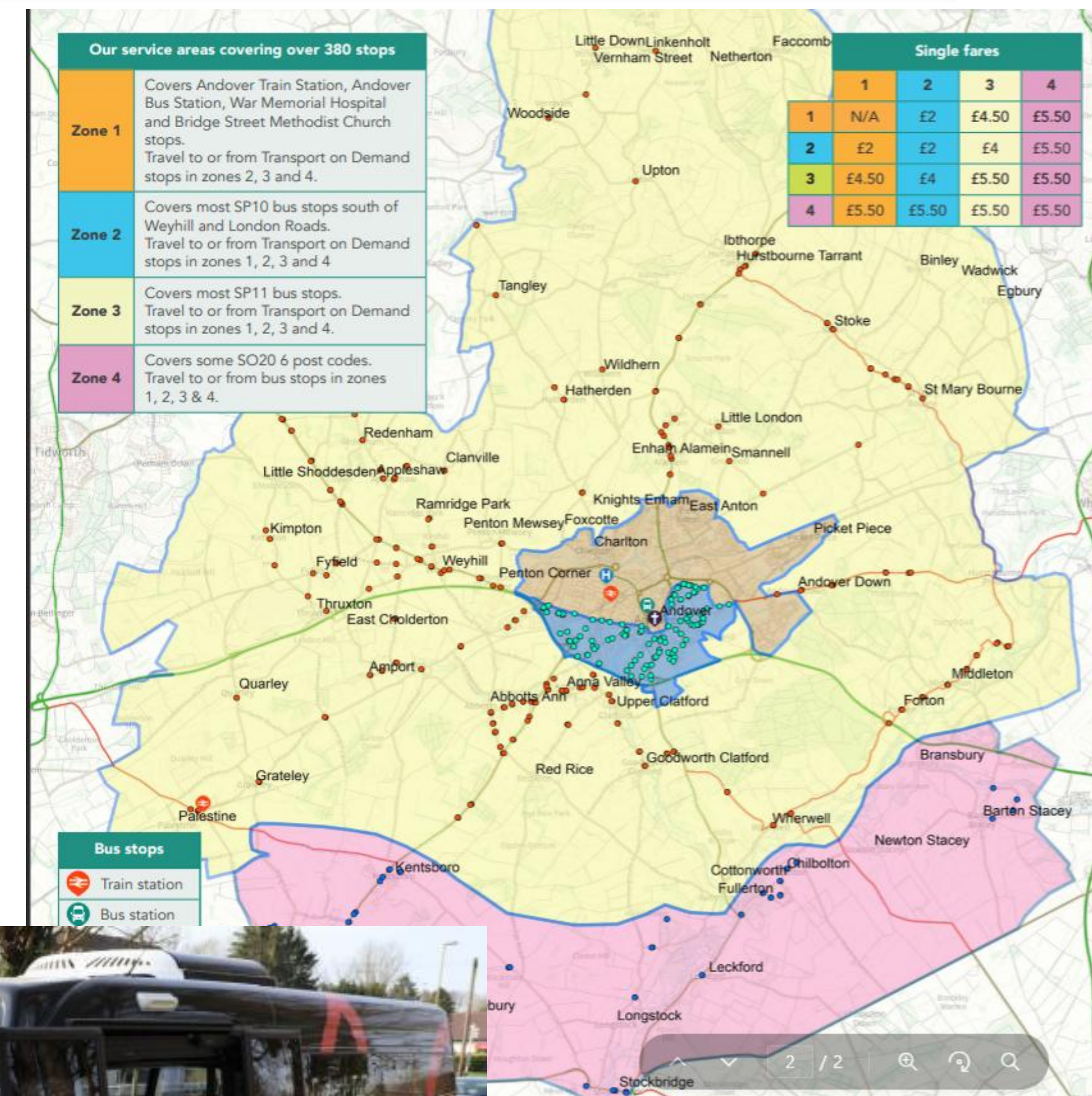
[RTPI@hants.gov.uk](mailto:RTPI@hants.gov.uk)



# 10-minute comfort break

# 6. Northern Test Valley 'Transport on Demand' –1 year on!

- Pre-bookable 'Demand Responsive' service
- 7am to 7pm Mon to Sat; four fare zones
- Designated drop off points in Andover:
- Bus station, rail station, the hospital and Bridge Street for the shops.
- 350 trips a week by 1,000 registered users
- As three-year pilot scheme, we are;
  - Testing scheduling software and customer app
  - Monitoring and understanding journey patterns and demand (times, days and journey corridors)



# Community Transport update

## Branding the fleet of vehicles

Vehicles are having new branding applied so that the services are visible to the community and to attract new users.

## Updating CT scheduling software

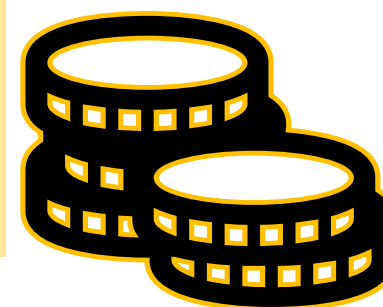
A grant scheme for CT operators to purchase modern scheduling software to increase the efficiency of journey scheduling to maximise the number of passenger trips

### **Connect:**

[www.hants.gov.uk/transport/alternativetransport/dial-a-ride-and-call-go](http://www.hants.gov.uk/transport/alternativetransport/dial-a-ride-and-call-go)

### **Connect: minibus hire**

[www.hants.gov.uk/transport/alternativetransport/group-hire-minibuses](http://www.hants.gov.uk/transport/alternativetransport/group-hire-minibuses)



Community Transport Software Grant Stream is now open

# 7. Improvements to Hampshire's bus network

Download our Annual Progress Report for 2025 here:

[HampshireBusEnhancedPartnership-AnnualProgressReport-2025.pdf](#)

# Enhancing Bus Timetables



29 different Service Enhancements on 23 routes for 2026/27 & 2027/28 including 4 new improvements



~8 service enhancements funded in previous years now fully commercial



15 marginal commercial services to receive BSIP support in 2026/27 & 2027/28



Without this funding, could have seen reduced timetables or some services de-registered



Monday-Saturday frequencies doubled  
-x2 routes



Monday-Saturday frequencies improved  
-x1 route



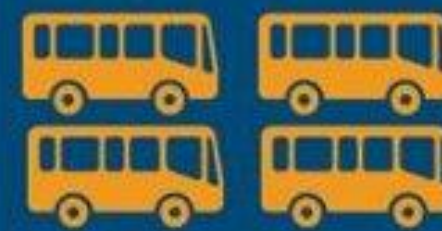
Later Monday-Saturday evening buses  
-x2 routes



Saturday only frequencies improved  
-x3 routes



Brand new Sunday services  
-x5 routes



Sunday frequencies improved  
-x4 other routes

The following 17 enhancements were introduced in 2025 (& will continue in 2026/27):

**Doubled frequency!**  
more buses, better network

**18**

Bordon  
Farnham  
Aldershot

**Stagecoach**  
we've got you

- 5 –serving Lee-on-Solent & Stubbington – later evening buses until 2300 & Sunday services doubled to every 30 mins
- E1/E2 – Sunday services increased to every 20 mins (was every 30)
- N9 – new late night buses from Southampton to Totton, Marchwood, Hythe & Langley on Fri & Sat nights

# Improving Bus Interchanges

## Bus Stations

- 1 Basingstoke Bus Station
- 2 Andover Bus Station
- 3 Winchester Bus Station
- 4 Romsey Bus Station
- 5 Fareham Bus Station
- 6 Gosport Interchange
- 7 Havant Bus Station
- 8 Eastleigh Bus Station

## Bus Hubs

- 1 Kingsmead, Farnborough
- 2 Alencon Link, Basingstoke
- 3 North Hampshire Hospital, Basingstoke
- 4 High Street/ Normandy Street, Alton
- 5 Winchester Rail Station
- 6 Southampton Airport Parkway Station
- 7 The Square, Fair Oak
- 8 Hedge End Sainsburys/M&S
- 9 Commercial Road, Totton
- 10 Hythe Pier, Hythe
- 11 High Street, Lymington
- 12 Meeting House Lane, Ringwood
- 13 Waterlooville Precinct (Stops A & B) and London Road (Stops D & E), Waterlooville
- 14 Crookhorn Precinct
- 15 Fareham Rail Station A27 The Avenue Stop R/Q & West Street Stop S

### Issue 1

**Timetable Case Issues:** At Stops A, B, C and E, pole-mounted timetable cases are missing or empty/partly empty, and the timetable cases within shelters contain outdated or incomplete information. Install or update all timetable cases with clear, accurate, and up-to-date timetable displays.

### Issue 2

**Accessibility:** There is currently no designated wheelchair area within the shelters. Introducing clearly marked, formal wheelchair bays would help ensure accessible and inclusive waiting space for all users.

### Issue 3

**Wayfinding – Missing Signage:** There is no wayfinding signage guiding passengers to or from the interchange from the wider area, affecting all stops and all surveyed walking routes. Install clear directional pedestrian wayfinding signs throughout the town centre and along key approach routes.

### Issue 4

**Accessibility – Narrow Footway Widths:** All stops recorded minimum footway widths of around 1 m, which is acceptable but can become restrictive during busy periods, especially for wheelchair users, pram users, or when passengers are waiting at the stop. Widen footways where feasible or reorganise street furniture to increase effective clear space for pedestrian movement.

### Issue 5

**Inconsistent CCTV Coverage:** CCTV is not present at this stop despite nearby stops being covered, resulting in inconsistent surveillance and a reduced sense of safety. With many empty units and a reliance on pubs/restaurants for passive surveillance, the environment might feel less welcoming during late services. Enhance the stop environment by improving lighting, increasing visibility, and installing additional CCTV or other safety-focused placemaking measures.

### Issue 7

**Limited cycle parking:** Only Stop A currently offers cycle hoops (x5). Providing additional cycle parking on the opposite side of the road and/or near Stops D and E would support multi-modal access and onward travel.

### Issue 8

**Litter bin provision:** Stop C has no litter bin, which may contribute to a poorer stop environment compared with other locations. Install a bin to improve cleanliness and ensure consistency with provision at the other stops.



- Next steps to develop a prioritised programme of improvements for 2026/27 & 2027/28



## ‘Bus It, Fare Play’ campaign

- “**Fare Trade**” Theme: use travel time productively to read emails before office
- “**Fare Game**” Theme: Gaming on the bus (some “you” time)
- “**Fare Weather**” - Theme: Bus travel beats unpredictable weather – track your bus
- “**Fare Dos**” - Theme: Cheap night out transport
- “**Fare Enough**” Theme: your bus journey won’t cost you any more than £3 per single journey
- “**Fare Advantage**” Theme: if of pensionable age you can travel for free after 9:30am getting a good deal; saving money for a day out, coffee etc.



In partnership with





Fare Enough



Fare Do's



\*The Bus Fare Cap Grant is a Government funded scheme introduced on most single bus journeys across England. Exclusions apply.



# £3' MAX FOR A SINGLE BUS TRIP?

**FARE ENOUGH**

Funded by UK Government



**BUSITFAREPLAY.CO.UK**



# FARE do's

All the girls together for no more than £3 each way? Fare Do's!

Funded by UK Government



**BUSITFAREPLAY.CO.UK**



No more getting soaked at the bus stop?  
Track your bus live - that's Fare Weather!



# FARE WEATHER



**BUSITFAREPLAY.CO.UK**

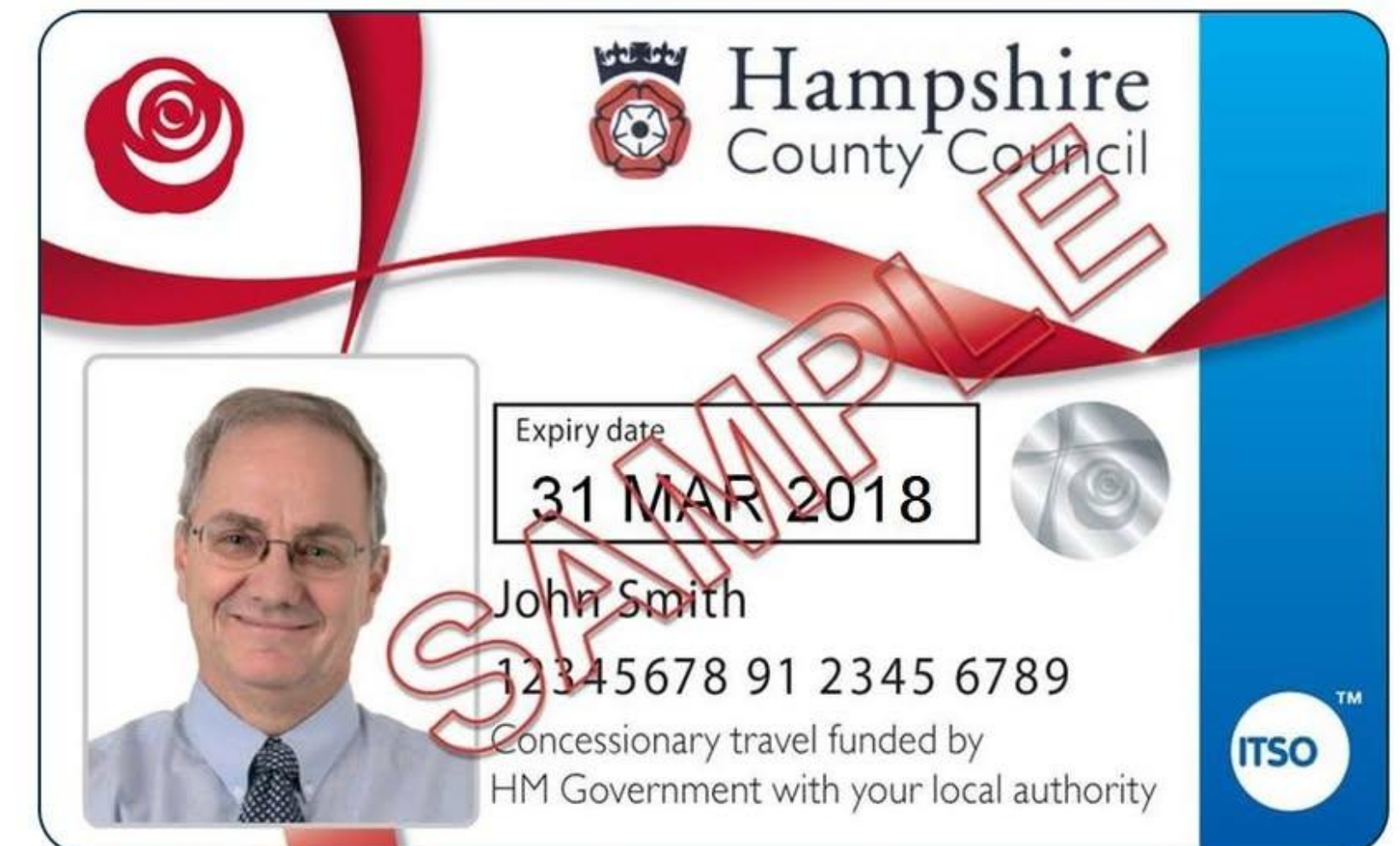


<http://www.busitfareplay.co.uk>

# Opportunities for Parish Councils

Parish Councils can help support Enhanced Partnership objective to grow bus travel by including details of the following with local residents:

- Info about local bus services available, including promoting weekend running
- raising awareness about £3 capped single fares; and
- free bus travel with concessionary travel



# 8. Future Bus Investment Plans

Hampshire “Local Authority Bus Grant” funding allocation	2026/27	2027/28
Capital (on infrastructure and equipment)	£6,606,896	£6,739,698
Revenue (on services)	£8,270,766	£8,270,766
<b>Total</b>	<b>£14,877,662</b>	<b>£15,010,464</b>

Work Programme for 26/27 and 27/28 has been agreed. Detail set out in this report: [2 March Executive Member for Highways & Passenger Transport Decision Day report](#)

# Capital - New and improved Bus Infrastructure

## Faster, Better Journey experience, Greener

- Bus Priority measures – bus lanes, bus gates, bus stop clearways
- Programme to install bus priority at traffic signals
- Bus station/ interchange improvements & easier bus-rail interchange
- Community-Led Transport Grant fund
- Rural Bus Shelter Fund - for Town/Parish Councils
- Bus Stop infrastructure and Real Time Information screens
- Zero Emission electric charging infrastructure



# Revenue - More frequent, More affordable, Better Connected, Faster (studies) & Better Journey Experience

- Prepare pipeline of future bus priority schemes that can deliver in future years
- 29 Service enhancements on 23 routes, support for further 15 commercial routes + a new Whiteley-Southampton bus route to serve new housing
- Promotional fares, more marketing campaigns & travel training
- Socially necessary services review & bus network accessibility planning
- Address connectivity gaps in current provision
- Community-led Transport Grant fund (revenue)
- Uniformed Community Safety patrols along busway in Gosport
- Bus-user satisfaction surveys & Focus groups



# Connecting areas of new housing by bus



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# Q&A Session 2

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[RTPI@hants.gov.uk](mailto:RTPI@hants.gov.uk)