

GCC Bus Passenger Group 1st July 2026

The meeting included a wide-ranging question-and-answer session. To make the information easier to navigate and avoid duplication, similar questions have been consolidated and then grouped under common themes. The themed questions and corresponding responses are set out below.

Question	Answer
Evening and late-night bus services	
Could bus services within Lydney be reviewed to improve accessibility and independence for residents, including the provision of regular, reliable services covering all parts of the town and evening hours?	The Council recognises concerns about limited local and evening bus services in Lydney and the impact this can have on residents’ independence, wellbeing, and ability to access social activities. While investment through the Bus Service Improvement Plan (BSIP) has supported transport options such as The Robin and Dial-a-Ride, it is acknowledged that these services do not fully replace regular fixed-route buses, particularly for evening travel. The provision of a comprehensive evening bus service across all areas of Lydney is currently challenging due to low demand and high operating costs, making it difficult to deliver within existing funding levels. However, residents’ feedback is important and helps inform future transport planning. Requests for improved town-wide and evening services will be recorded and shared with transport planners and operators as part of ongoing reviews of public transport provision in the area.

What plans are there to improve evening and late-night bus services across key corridors such as Cheltenham–Cirencester, Cheltenham–Stroud and Stroud–Gloucester?	Improving evening and late-night bus services remains a priority, although such services can be challenging to operate commercially due to relatively low passenger numbers. In the previous round of Bus Service Improvement Plan (BSIP) funding, investment was focused on enhancing evening and weekend services, and these improvements have proved successful. As a result, maintaining and expanding evening and weekend provision will remain a key consideration as future funding opportunities become available. With regard to specific corridors such as Cheltenham–Cirencester, Cheltenham–Stroud and Stroud–Gloucester, opportunities to improve services are being actively explored, particularly in the Cirencester area as part of wider development and transport planning work. While no firm commitments can currently be made, the issue is under active consideration and will continue to be reviewed alongside future funding and network planning opportunities.
Bus shelter provision and Passenger Facilities	
When will the cafe facilities open at Arle court interchange coach station?	We are currently in the process of seeking to contract an agent to assist with the marketing and letting of the Kiosk. Due to this being a change to an original cabinet decision tied to the Transport Hub as a whole, this means we have had to go through some internal governance processes to move this forward. This is near completion now and we will be imminently appointing an agent.

When will the unused bus shelters along The Park be removed, given that they are deteriorating, attracting graffiti, and causing confusion for people who believe there is still a bus service on this route?	If there is no current or foreseeable bus service operating on this route, the shelters will be reviewed for removal. However, if there is an identified need or future aspiration to reinstate a bus route along The Park, the shelters may be retained or, where necessary, replaced to support public transport provision. We recognise concerns regarding the condition of the unused shelters, including deterioration, graffiti and the confusion caused to residents and visitors who may assume that a bus service still operates from these stops. The location will be assessed as part of our ongoing review of bus stop infrastructure, and where shelters are no longer required for transport purposes, arrangements will be made for their removal. Conversely, if the route is identified as having potential for future bus service provision, we will consider replacing the shelter with suitable infrastructure at the appropriate time.
Could Gloucestershire County Council review and improve the design, quality, safety and accessibility of bus stops, shelters and interchange facilities across the county, particularly at key transport hubs, town centres and rural locations, and dedicate appropriate funding and resources to work with parish councils, highways authorities and community groups to identify and deliver improvements where barriers to bus use exist, including poor visibility, lack of footways or crossing facilities, inadequate weather protection, seating, lighting, CCTV and real-time passenger information?	Gloucestershire County Council continually reviews the quality, safety and accessibility of its bus stops, shelters and interchange facilities across the county. We work closely with suppliers and delivery partners to identify opportunities for improvement and to ensure facilities meet the needs of passengers wherever possible. Improvements to areas such as accessibility, weather protection, seating, lighting, passenger information and general infrastructure are considered as part of this ongoing review process, with priorities informed by local needs, available funding and partnership working with relevant stakeholders.

Can Gloucester Bus Station and bus shelter standards be improved?	Improvements to Gloucester Bus Station continue to be raised with the organisation responsible for managing the site. Issues such as information screens and other facilities remain on the agenda. Bus shelter standards are also being reviewed, with updated design guidance being developed to improve consistency and passenger experience across the county
Consultation and improvement processes.	
What steps is Gloucestershire County Council taking to engage with groups that make frequent use of bus services, including young adults, women, ethnic minority communities and people on lower incomes, to ensure their views are considered when planning and improving bus services across the county?	Gloucestershire County Council engages with a range of groups and stakeholders to ensure that the views of bus users are reflected in the planning and improvement of local bus services. This includes engagement through the Passenger Forum, the Building Better Transport Links (BBTL) meetings, and feedback gathered through the Department for Transport's Your Bus Journey survey. The Council also works closely with bus operators, who provide customer feedback and insights from their passengers. These channels help to capture the experiences and priorities of a wide range of users, including young people, women, ethnic minority communities and people on lower incomes, and inform ongoing service planning and improvement activities across the county.
How can town and parish councils coordinate with Gloucestershire County Council when planning improvements or replacements to bus shelters?	Town and parish councils are encouraged to engage with Gloucestershire County Council at an early stage when considering improvements or replacements to bus shelters. The Council is happy to meet with any town or parish council to discuss proposals, understand local priorities and explore opportunities for partnership working. Through this collaborative approach, councils can work together to identify suitable improvements, consider funding and delivery options, and help ensure that bus shelter facilities meet the needs of local communities and bus users.

Will there be a standardised process for submitting and assessing requests for bus stop improvements and changes following local government reorganisation?	At this stage, it is not yet clear what arrangements will be put in place for submitting and assessing requests for bus stop improvements and changes following local government reorganisation. Once the future arrangements are confirmed, they will be reviewed and communicated accordingly. The Council will consider whether a standardised process is required as part of those new arrangements, with the aim of ensuring requests can be managed effectively and transparently.
What are the requirements for changing a commercial bus route such as the D&E service?	Commercial bus routes can be changed by operators without Council approval, although the Council is consulted and works with operators through the Enhanced Partnership. The recent changes to the D&E route were made to reduce duplication, improve journey times to the railway station and improve links to Montpellier. Early feedback suggests the changes have improved connectivity and passenger usage.
Funding	
Are future bus service improvements dependent on developer funding?	Future bus service improvements are not dependent on developer funding. Gloucestershire County Council has access to a range of funding sources, including government funding streams that support bus services and infrastructure improvements across the county. Developer contributions can help to accelerate, enhance or extend improvements in specific areas where growth and new development are taking place. However, service enhancements and network improvements remain a priority in their own right and are considered using countywide funding as well as developer-funded opportunities. Funding decisions are based on identified needs, passenger benefits and wider transport priorities, with the aim of improving bus services and infrastructure across Gloucestershire as a whole.

How is Gloucestershire County Council using available bus and infrastructure funding to improve rural bus stops and wider bus infrastructure, and what criteria does it use when deciding which services, routes and areas receive financial support, particularly in relation to meeting government bus funding requirements such as improving the accessibility and safety of bus stops, protecting essential links to key destinations including education, healthcare, shopping, libraries and tourist attractions, improving integration with rail, coach and demand-responsive transport services, and considering coordinated approaches to bus service changes across the county?	Gloucestershire County Council continues to prioritise improvements to rural bus stops and interchange facilities as part of its wider investment in bus infrastructure. Significant improvements have already been delivered through previous funding programmes, and further enhancements are planned where funding opportunities allow. Funding decisions are based on identified needs and priorities, rather than fixed geographic allocations, with consideration given to factors such as passenger benefit, accessibility, safety, connectivity and the role of services in providing access to key destinations and transport interchanges. Key interchanges remain a focus across the bus network, recognising their importance in supporting connections between bus services and other modes of transport. Gloucestershire County Council is also committed to working with parish councils and local organisations to identify local priorities and help deliver improvements that support bus users across the county.
Bus-rail integration and interchange	
Are there any plans to improve bus links to Lydney Railway Station?	There are currently no specific plans to improve bus links to Lydney Railway Station. However, the Council recognises the importance of connections between bus and rail services, and opportunities to enhance these links will remain under review as part of ongoing transport planning and service development work.

Will the interchange between buses and trains at Moreton-in-Marsh be improved?	Work is underway with Great Western Railway to improve interchange facilities, making the site easier to use and providing a better passenger environment. Timetable connections between buses and trains have also been improved, although further refinements are still being considered.
What progress is being made towards developing high-quality rapid or express public transport links between Stroud, Gloucester, Cheltenham, Bishop's Cleeve and Tewkesbury, including improved connections between Stroud Bus Station, Gloucester Transport Hub, Arle Court Transport Hub, Royal Well Bus Station and other key transport interchanges?	Work on a high-quality bus network is progressing, and high-level intervention proposals are being developed in partnership with the Local Planning Authorities through the local plan review process. This will include links in the major urban areas and between rural areas of the county (Stroud, Cirencester and the Forest of Dean). We are looking to roll out a 4yr programme of bus priority interventions which will include improvements at signals, bus lanes, junction improvements for buses. In tandem, we are working towards business case development of the rapid transit system, ready for potential future government funding opportunities
Ticketing	
What progress is being made towards introducing an integrated ticketing scheme in Gloucestershire, similar to those available in neighbouring areas, including tickets that are valid across multiple bus operators and, where possible, integrated bus and rail travel?	Gloucestershire County Council recognises the benefits that integrated ticketing can bring for passengers, including simpler journeys across different operators and modes of transport. Work is ongoing in this area, and we expect to be able to announce details of a ticketing scheme soon. Further information will be shared once the scheme has been finalised and is ready for implementation.

What plans are there to modernise ticketing, improve the customer experience and support service improvements for passengers using smaller bus operators?	Work is underway to support smaller operators across the county through investment in ticketing technology and infrastructure. The aim is to help smaller operators modernise their services and participate in wider initiatives such as upgraded ticket machines and future tap-on/tap-off ticketing. Concerns raised about purchasing tickets will be followed up separately with the operator.
Passenger information and publicity	
How can information about transport support schemes for people with limited mobility be better promoted to help them access public transport more easily?	Gloucestershire County Council seeks to promote transport support schemes for people with limited mobility as effectively as possible within the resources available. Information is shared through a range of channels, and efforts are made to raise awareness of the support that is available to help people access public transport more easily. The Council is also planning to fund a marketing campaign to further increase awareness of these schemes and the assistance available. In addition, we are always open to ideas and welcome feedback from residents, community groups and stakeholders on how information can be communicated more effectively and how promotion of these schemes can be improved.
Could improvements be made to bus service reliability and passenger information, including more consistent vehicle tracking, better communication about delays to first services of the day, and greater use of early-morning journeys to support commuter travel demand?	Gloucestershire County Council recognises the importance of providing reliable bus services and accurate passenger information. A project is currently underway to improve real-time passenger information (RTPI) and vehicle tracking, helping passengers to receive more accurate and consistent information about bus locations and service performance. In addition, the Council is exploring bus priority measures and schemes aimed at improving journey reliability and reducing delays across the network. These initiatives are intended to support a more dependable service for passengers, including commuters who rely on bus services for travel to work and other key destinations.

Could a bus shelter with real-time electronic information be provided at the St Stephen's Road stop to improve facilities for Park area residents travelling into Cheltenham?	The provision of a bus shelter and real-time electronic passenger information at the St Stephen's Road stop will be reviewed as part of the Council's ongoing assessment of bus stop infrastructure and passenger facilities. Any potential improvements will be considered alongside local needs, available funding and wider investment priorities.
What plans are there to improve publicity and information about bus services?	The recently published countywide bus map is intended as a first step in improving passenger information. Further work is planned to review timetable displays, improve information at bus stops and shelters, redesign passenger information materials and increase promotion of available services and ticketing options.
Where can the Countywide Map be found?	It can be found here: County bus network maps Gloucestershire County Council
Could full route maps be displayed at major bus stops and bus stations to help passengers plan their journeys?	Gloucestershire County Council recognises the value of clear and accessible journey information at bus stops and stations. As part of a wider programme of work to improve roadside passenger information, we will look to introduce full route maps at major bus stops and bus stations where appropriate. These improvements are intended to make it easier for passengers to understand the network, plan their journeys and access information about available services.

How can information on websites, digital displays and printed timetables be better coordinated to ensure passengers receive consistent and accurate information?	Gloucestershire County Council uses a single system to manage and publish timetable information, helping to ensure consistency across websites, digital displays and printed information. This provides a single source of data and reduces the risk of discrepancies between different information channels. We will continue to monitor the accuracy of passenger information and work to identify and correct any outdated or inconsistent information as quickly as possible. Passengers and stakeholders are also encouraged to report any issues via the Fix My Street platform, which helps us investigate and resolve problems promptly.
Bus Routes	
What plans are there to maintain and improve bus services serving Benhall, including the future of the K service, access to schools, healthcare facilities and key destinations, and opportunities to reduce car use through improved service timings, route coverage and connections to major employment, education and shopping locations?	In light of the recent changes to the 97/98 services operated by Stagecoach, Gloucestershire County Council is currently reviewing the routing of the K service to ensure it continues to meet local travel needs and provides effective connections to key destinations. This review is considering how the service can best support access to schools, healthcare facilities, employment, shopping and other important destinations for residents in Benhall and surrounding areas. Any agreed changes are expected to be implemented later this year, with the aim of maintaining and improving public transport connectivity where possible.

Could Gloucestershire County Council work with WECA, South Gloucestershire Council and other partners to improve public transport connectivity in the Berkeley Vale and surrounding areas, including enhanced bus links to Charfield Station, improved connections to destinations within the WECA area, expansion of the Berkeley Vale Robin service area, and support for the long-term future of the Y8 service between Yate and Wotton-under-Edge through potential collaborative funding arrangements, given its role in providing cross-boundary access to employment, education, healthcare and planned future developments?	Gloucestershire County Council is currently working with WECA to review transport opportunities associated with the proposed Charfield Station, including how public transport connectivity in the Berkeley Vale area can be strengthened. The Council is committed to working with WECA, South Gloucestershire Council and other partners to help maintain and improve transport links across the area, including connections to key destinations and services across administrative boundaries. The Council also recognises the importance of the Y8 service between Yate and Wotton-under-Edge in providing access to employment, education, healthcare and wider transport connections. We support the long-term future of the service and are willing to work with partner authorities to explore options for its continued operation, including potential financial contributions where appropriate and subject to funding availability and agreement with other stakeholders.
Will services be improved around Charfield, Frampton, Epney and Arlingham?	Charfield Station is being considered as a significant future transport opportunity and options for connecting bus services are being explored. Frampton, Epney and Arlingham have been identified as gaps in current provision, and opportunities to expand Robin demand-responsive services into these areas are being investigated, subject to available funding.
Does the current Robin service provide coverage for all Severn-side rural communities, and if not, are there plans to extend the service to areas that are not currently served?	The current Robin service does not yet provide coverage for all Severn-side rural communities. However, plans are in place to extend coverage, and the service area is expected to expand in the future. The next phase of the service is currently out to procurement, and the intention is that this will enable broader coverage, including areas that are not currently served. Further details will be provided once the procurement process has been completed and future service arrangements have been confirmed.

What plans are there to improve bus access to hospitals and healthcare facilities, including direct services where appropriate and better integration between existing routes?	Direct services from individual communities to major hospitals are generally not considered financially viable because they would require substantial ongoing funding. Instead, the focus is on ensuring hospitals are well served by the main bus network and supporting community transport organisations that help people access healthcare appointments.
Has the diversion of Service 10 been successful?	Passenger usage has increased since the changes were introduced. Data shows growth in patronage on both the 94/95 corridor and Service 10, suggesting that the revised arrangements have had a positive impact. Service performance and passenger feedback will continue to be monitored.
Are any improvements planned for buses operating on St Stephen's Road in Cheltenham?	Concerns about congestion, road width, surface condition and cyclist safety will be reviewed with operational teams. Feedback from drivers will be considered and potential mitigation measures explored with Gloucestershire County Council colleagues.
What plans does Gloucestershire County Council have to improve bus services in and around Cirencester, including addressing areas such as Watermoor Ward, which has not had a return bus service since 2019, improving connections between Cirencester and Kemble, and what criteria are used to determine appropriate levels of bus service provision for residential areas and wards within major market towns?	Gloucestershire County Council is committed to reviewing bus services in and around the Cirencester area, with funding available through a range of sources including Bus Service Improvement Plan (BSIP) funding, Local Authority Bus Grant (LABG) funding, and developer contributions. These funding streams provide opportunities to review existing provision and identify improvements that can better meet local travel needs. As part of this work, the Council will review services with the aim of improving connections within Cirencester and to surrounding areas. Improving the Cirencester–Kemble corridor is a key objective, recognising the importance of links to the railway station and onward travel opportunities. Consideration will also be given to areas where current provision may not fully meet local needs, including residential areas within Cirencester, as part of the ongoing review of services and opportunities for network improvement.

Can bus services from St Peter's and the Moors provide better links to destinations other than Cheltenham town centre?	Orbital bus routes that connect suburbs directly to other destinations are difficult to operate because passenger demand is often insufficient to make them commercially viable. Existing services provide some connectivity, and future developments may create opportunities for more direct cross-town links. This remains an aspiration for future network development.
Could coach services serving Cirencester be reviewed to improve connectivity to destinations such as Heathrow Airport, Cheltenham, Gloucester, Newent, Ross-on-Wye and Hereford?	Gloucestershire County Council does not fund or directly operate coach services. However, we recognise the importance of coach connections from Cirencester to destinations such as Heathrow Airport, Cheltenham, Gloucester, Newent, Ross-on-Wye and Hereford. While we are not able to commit funding for coach services, we would be happy to raise these connectivity concerns and opportunities for service improvements with the relevant coach operators to ensure they are aware of local demand and stakeholder feedback.
Vehicles and Passenger Experience on Bus	
What measures are being taken to improve passenger safety and address anti-social behaviour on buses, including the use of CCTV and support for reporting incidents?	Stagecoach: Passenger safety is a priority. Our buses are fitted with CCTV systems which can assist in investigating incidents and provide reassurance to customers and colleagues. We work closely with local police, local authorities and community partners to tackle anti-social behaviour where it occurs. Customers are encouraged to report incidents so that concerns can be investigated and appropriate action taken, helping us maintain a safe and welcoming environment for everyone travelling on our services. Pulhams: Our buses are all fitted with CCTV which provides a layer of reassurance for passengers and driver colleagues alike. We have a customer services team based in Oxford who are able to take phone calls relating to local bus service matters, and alongside emails received reporting such incidents to our info@inbox, these are logged in an incident reporting system allowing for prompt investigation and resolution to any matters raised.

Could electric buses be introduced on Stroud's Number 8 route?	Newer and cleaner vehicles will be introduced into Stroud as buses are cascaded from Gloucester and Cheltenham. Full electrification of services in Stroud is a longer-term ambition, but this would require additional external funding and investment. Stroud would be a strong candidate for future electric bus programmes.
What standards are used when allocating vehicles to routes, and are there plans to improve the comfort, reliability and quality of buses used on longer-distance services?	Stagecoach: Buses are allocated to routes based on a range of operational factors, including vehicle size, accessibility requirements, passenger demand, route characteristics and fleet availability. All vehicles used in service meet national accessibility standards and are subject to regular maintenance and safety inspections. We continually review vehicle allocation to ensure the most appropriate buses are used on each route and look for opportunities to introduce newer vehicles where operationally and financially viable. Pulhams: We have recently been upgrading the fleet at Pulhams used on longer distance services. At busy times on the 801, double decker vehicles are used, especially over summer weekends, to improve comfort for passengers. On the X52, we have recently rolled out our fleet of new electric double deckers, which see regular service along here, supported by modern high-capacity diesel double deckers.

What are the plans for introducing electric buses in the Forest of Dean, and are there any operational challenges affecting their deployment in the area?	We remain committed to reducing emissions and expanding the use of zero-emission vehicles across our network. However, the introduction of electric buses requires substantial investment, with electric buses typically costing around twice as much as an equivalent diesel vehicle, alongside the need for significant charging infrastructure. The rural geography and longer operating distances in parts of the Forest of Dean present additional challenges that need to be carefully considered. We continue to work with local and national partners to identify opportunities to support future investment as technology and funding opportunities develop.
What improvements are planned to address bus frequency, capacity and space for pushchairs on services between Cam, Dursley and Stroud?	We regularly monitor passenger numbers and customer feedback on services between Cam, Dursley and Stroud to ensure capacity meets demand. Where practical, larger vehicles are allocated to busier journeys and timetables are reviewed to reflect changing travel patterns. We recognise the importance of providing space for pushchairs, wheelchairs and other mobility needs, and this will continue to be considered as part of our ongoing service and fleet planning processes.
Bus Reliability and Journey Times	
How is bus punctuality measured and what criteria are used to determine whether a service is on time?	Bus punctuality is measured using the national standard for local bus services. Under this standard, a bus is considered on time if it departs no more than 1 minute early and no more than 5 minutes late compared to its scheduled time. Performance is monitored against this measure, and the target is for operators to achieve 95% of trips operating within this punctuality window. This helps provide a consistent benchmark for assessing service reliability and identifying areas where improvements may be needed.

How are issues such as obstructive parking that affects bus operations identified and addressed, and what action is taken where road conditions prevent buses from operating effectively?	Gloucestershire County Council works with developers and planning partners to help ensure that key roads and new developments are designed to accommodate bus services effectively, including suitable road layouts, access arrangements and infrastructure that support reliable bus operations. Where issues such as obstructive parking affect bus services, the Council works with its parking enforcement team to take action where parking restrictions are in place and can be legally enforced. Reports from bus operators, local communities and Council officers also help identify locations where parking or road conditions are causing operational difficulties. Where road conditions or highway constraints prevent buses from operating effectively, these issues are reviewed on a case-by-case basis and considered as part of ongoing highway maintenance, transport planning and service development activities. Passengers and stakeholders are also encouraged to report any issues via email to public.transport@gloucestershire.gov.uk, which helps us investigate and resolve problems promptly.
Can journey times between Longford and Cheltenham be improved?	While some improvements have already been made, reducing journey times is challenging because buses must serve a number of communities, schools and destinations along the route. Balancing direct journey times with network coverage remains a key consideration