

Bus User Group Report

The Telford Bus User Group normally meets quarterly, however, due to unforeseen circumstances we had only met three times in the last twelve months. The dates being 22nd April 2022, 31st August 2022 and 9th March this year.

The membership consists of Arriva representatives, officers from Telford & Wrekin Council, various town and parish councillors, Shropshire Bus User Group and any member of the public who is keen to receive updates and may want to raise issues. In fact, it is open to any member of the public.

There is always an update from Arriva in relation to introduction of new bus technology, route changes, timetables and reliability. This also includes their update on training enough drivers to staff the buses and they have now created their own driver training school which is based in Telford.

Telford & Wrekin Council is responsible for such things as bus shelters, bus stops, both the Telford and Wellington Bus Stations and of course bus provision within the borough.

As a group we liaise and lobby both Arriva and Telford & Wrekin on matters brought to our attention. At the August meeting it was announced that an Enhanced Partnership Plan which would see T&W working with all local bus operators and there would be a Forum (meeting approximately every two months) and will invite neighbouring authorities, NHS, T&W Bus User Group, train operators etc. to attend and will look to work with colleagues on a wide range of associated topics. The TW BUG will be represented by Nick Eyles from nearby Tibberton so we will have a local voice to speak on behalf of rural areas.

The most notable achievement of course is the rural bus provision and the cross borough new bus service. Our group have lobbied long and hard in support of our Ward Members and Town & Parish Councils to achieve these new services, especially in the rural area. These services are provided by Chaserider and Select, who in the future will be included in membership of the Bus User Group as operators alongside Arriva. These new routes will remain under review and for those residents not covered by the services, you are encouraged to contact T&W via the Transport Team and they will be pleased to hear your needs and your views.

As a group we always look forward to any input residents can provide so that we can try and improve our bus services across the Borough.

Katrina Baker

Secretary