

Councillor Question Time

Question from Councillor Nyaguy:

I understand that in 2021 Council changed from a timetabled service to a on demand service for our older persons transport bus. Can officers advise whether this has resulted in a reduction of patronage on this service?

Response:

The community bus service changed to a booked service due to COVID. From the data which we have available there has been a reduction in patronage numbers with the booked service as compared to the hop on hop off bus service. This is difficult to determine whether this is because the bus had to be booked or whether people were going out less because of the fear of COVID.

The team is re-establishing the hop on hop off bus service, where bookings are not required to access the bus. The bus service will continue to provide transport options to all community members over the age of 7 and continued monitoring of the service will occur to ensure the service responds quickly to changing community needs. We expect to have the service operating in this manner by the end of October 2023. In the intervening time, the bus service will continue to operate as a booked service.

**Please note: answers to any questions in Public Question Time and Councillor Question Time which were answered at the meeting are included in the minutes of that meeting.*