

STATS100: DfT LOCAL BUS OPERATOR SURVEY 2019-20

This return is for operators of local bus services, registered with the Traffic Commissioner. This includes all services for which Bus Service Operators Grant (BSOG) is claimed other than community transport services.

A return is required by law under the Statistics of Trade Act 1947.

This form lists the questions required for the above return

This is provided to assist you in completing the online survey

PLEASE ENTER ALL DATA TO THE ONLINE SURVEY WEBSITE USING THE USERNAME AND PASSWORD PROVIDED

The personal data you provide is purely for the purpose of DfT being able to contact you in regards to this survey and also to send you details of next year's survey. This information is gathered in connection with a public task as a government department. Further details on DfT's privacy policy can be found at www.gov.uk/dft/privacy-policy. We will share your information with Kenda (our contractor who host the survey) so that your contact details can be included in the online survey form when you log in. Your personal data will be stored in an Excel database so we can send you next year's survey. For any further correspondence about any of our surveys/publications, please contact bus.data@dft.gov.uk.

Please refer to the guidance you should have also received if you have questions on this return. If you have any further questions, or do not operate registered local bus services, please contact us:

By email: bus.data@dft.gov.uk or by phone: **020 7944 3077**.

PLEASE ENTER YOUR DETAILS:

Operator Licence Number(s)

Operator Name

Number of PSV licence discs held on this licence as at 31 March 2020

As at 31 March, does this licence belong to a company which is part of a larger transport group?

For example, Go Fast Bus South may be part of the larger Go Fast Bus group.

If yes, what is the parent group?

Local authority or PTE area in which you operated most of your local bus services as at 31 March 2020?

Other areas in which you operate local bus services / pick up passengers. Please correct as necessary

Were you part of at least one statutory partnership scheme, as at 31 March 2020?

Were you part of at least one voluntary partnership scheme, as at 31 March 2020?

Contact Name (in case of queries)

Phone Number

Email Address

SECTION 1: YOUR OPERATOR'S VEHICLES AND STAFF as at 31 March 2020

Vehicles

1. At 31 March 2020 how many of the following PSV vehicles did you operate?

- (a) **Buses** licensed for over 22 passengers (including standing)
- (b) **Coaches** of 17 or more seats (NO standing, usually fitted with seatbelts)
- (c) **Minibuses** 9 to 22 passengers (including standing)
- (d) **Total number of PSVs (a+b+c)**

2. Of the buses you operated at 31 March 2020 how many:

- (a) Had a PSVAR **Accessibility Certificate**, issued under the Disability Discrimination Act PSV Accessibility Regulations 2000 (wheelchair accessible designs)?

Of the buses you operate **without** PSVAR certificates, how many:

- i) Are not used on local/scheduled services

- (b) Did not have the Certificate but which were low floor designs, suitable for wheelchair access?
- (c) Were fitted with an **Automatic Vehicle Location (AVL)** device (e.g. GPS, beacon) that can be used to monitor punctuality?

Of the buses fitted with an AVL device, how many:

- i) use the AVL device to provide real time service information to customers? Examples of ways that real time service information can be provided to customers include on bus stop displays, mobile technology, on board the bus, mobile apps or the internet.
 - ii) Is this information made available, in real time, free of charge (either by your organisation or through a third party, such as the LA)?
 - iii) use the AVL device to monitor punctuality?
 - (d) Were equipped with live readers that accept ITSO-compliant smart cards (or mobile phones emulating these only)?
 - (e) Were equipped with live card readers that accept contactless EMV payment cards (or mobile phones emulating these) only?
 - (f) Were equipped with live readers that accept both ITSO smart cards and contactless EMV payment cards (or mobile phones emulating these)?
 - (g) Who supplies your live reader technology (such as Ticketer, Vix, Init etc)?
 - (h) Were equipped with **CCTV** recording?
 - (i) i) Were equipped with facilities to provide audible and visible next stop information to passengers?
 - (i) ii) Were equipped with facilities to provide audible and visible route/direction, next stop and diversion information to passengers?
 - (j) Were equipped with Wi-Fi technology enabling passengers to access free Wi-Fi?
 - (k) Were fitted with facilities for passengers to charge mobile phones, laptops and tablets? Examples of these facilities include 13 amp sockets, USB charging points and wireless charging.
3. Of the buses you operated at 31 March 2020 how many were :
- (a) i) Less than 2 years old?
 - (a) ii) 2 to under 5 years old?
 - (a) iii) 5 to under 8 years old?
 - (a) iv) 8 to under 12 years old?
 - (a) v) 12 to under 16 years old?
 - (a) vi) 16 to under 20 years old?
 - (a) vii) 20 years or older?
 - (a) **viii) Total number of buses (excluding minibuses and coaches)**

- (b) i) Zero emission
- (b) ii) Diesel-Hybrid – Euro VI standard
- (b) iii) Diesel-Hybrid - other
- (b) iv) Euro VI standards – as manufactured
- (b) v) Euro VI standards - CVRAS approved retrofit
- (b) vi) Euro V standard
- (b) vii) Euro IV standard
- (b) viii) Other
- (b) **ix) Total number of buses (excluding minibuses and coaches)**

- (c) i) Hydrogen
- (c) ii) Electric (not hybrid)
- (c) iii) Diesel-Hybrid
- (c) iv) Methane/Biomethane
- (c) v) Diesel
- (c) vi) Other (including Hydrogenated Vegetable Oil (HVO))
- (c) **vii) Total number of buses (excluding minibuses and coaches)**

PSV Staff

4. At 31 March 2020 how many Full Time Equivalent staff did you employ to do PSV work as:
- (a) PSV Drivers, or other on-vehicle PSV staff?
 - (b) PSV Maintenance Staff?
 - (c) PSV Cleaning Staff?
 - (d) PSV Administrative/Other (to all management levels)?

(e) Total PSV Staff employed? (a+b+c+d)

5. From March 2018, Article 16 of Regulation (EU) 181/2011 requires that drivers are trained in disability awareness consistent with Part A of Annex II to that Regulation. Such training may be provided as part of Driver Certificate of Professional Competence (DCPC) or separate to it.

As at 31 March 2020, did you require your drivers to meet this requirement:

- (a) As part of Driver Certificate of Professional Competence (DCPC)
- (b) Separate from Driver Certificate of Professional Competence (DCPC)
- (c) As a combination of Driver Certificate of Professional Competence (DCPC) and partly outside it
- (d) Not at all

SECTION 2: YOUR LOCAL BUS SERVICES for year 1 April 2019 - 31 March 2020

In this section, please answer the questions in relation to your local bus services **only**.
Please refer to guidance notes for further information if required.

Passenger boardings

6. During 2019-20 how many local passenger boardings did you carry?
- (a) **Older/disabled concessionary** passengers (where reimbursement received from a local authority under the statutory scheme or a local enhancement)
 - (b) **Youth concessionary** passengers on local services where full or partial reimbursement received from a local authority (please do **not** include your own commercial concessions or school contract services)
 - (c) **Other** passengers, including commercial concessions and season tickets but **NOT** including children under 5 or passengers on services not available to the general public e.g. closed school and works only services should **NOT** be included
 - (d) **Total passenger boardings (a+b+c)**
 - (e) Of the total in 6(d), if possible please provide your best estimate of the number of passenger boardings on **local authority subsidised/tendered services**
These are usually services awarded following competitive tendering.
Please do not include services run under contract to bodies other than local authorities or PTEs

7. **The following question only applies if you operated services in more than one area**
Please fill in the grid below for each local authority or PTE (please see the list supplied in the guidance) you operated in for 2019-20. You will be able to add more using the online form if required.
We appreciate that dividing data by local authority can be difficult, however, even if the figures are approximate (for example using estimated shares for each local authority) they are very useful to us.

Name of local authority / PTE	Older/ disabled concessionary passengers	Young concessionary passengers	Other passengers	Total passenger boardings

'Live' vehicle kilometres operated

8. During 2019-20 how many live vehicle kilometres did you operate on local bus services?
'Live' kilometres means excluding any 'dead running' between depot and start/end of routes
- (a) In **Greater London?**
 - (b) Outside London, on **commercial** services?
 - (c) Outside London on local authority **subsidised/tendered** services?
These are services awarded following competitive tendering, or run for local authorities under de-minimis arrangements. Please do not include services run under contract to bodies other than local authorities or PTEs.
 - (d) **Total live vehicle kilometres (a+b+c)**
9. **The following question only applies if you operated services in more than one area**
As for Q7, please fill in the grid below for each local authority or PTE you operated in for 2019-20.
The totals over all areas should match those in Q8.

Name of local authority / PTE	Live vehicle kilometres in Greater London	Commercial live vehicle kilometres	Subsidised live vehicle kilometres	Total live vehicle kilometres

SECTION 3: FINANCIAL INFORMATION for year 1 April 2019 - 31 March 2020

We require data for the year 1 April 2019 to 31 March 2020. However, if your standard accounting period differs from this and it is easier to provide figures on this basis please use the year which most closely relates to 2019-20 and indicate what this is.

Passenger Receipts

10. The following questions relate to receipts from fare-paying passengers only:
 Please include both on and off bus fares (e.g. season tickets)
 Please do NOT include any payments received from local authorities for concessionary fare reimbursement or contract payments
- (a) What were the total commercial receipts you received from journeys made by **young people** who are subject to concessionary fare reimbursement?
 [i.e. the passengers given at Q6(b)]
 - (b) What was the total commercial receipts you received from **other fare-paying** passengers, including commercial concessions and season tickets?
 [i.e. the passengers given at Q6(c)]
 - (c) What proportion of sales revenue is paid for with contactless EMV cards?

11. **The following question only applies if you operated services in more than one area**
 As for Q7, please fill in the grid below for each local authority or PTE area you operated in for 2019-20.

Name of local authority / PTE	Receipts from youth concessionary passengers	Receipts from other fare paying passengers

Costs

12. Please can you state how much cost you had in the following categories in 2019-20:
- (a) What were the total **operating costs** on **local bus** services?
 - (b) What were the total **operating costs** on **other** (non-local) services?
 - (c) What were the total **administration** costs?
 - (d) What were the **depreciation** costs?

SECTION 4: FURTHER INFORMATION

13.(a) Have there been any major changes that might have affected this year's results, and/or caused difference from previous years? (e.g. new or lost contracts, acquisitions etc.) **Yes or No**

(b) If yes, please give details

(c) Do you have any further comments?

14. Do you operate any **scheduled (timetabled) coach services**, which do not need to be registered with the Traffic Commissioner:

(a) As an operator in your own right? **Yes or No**

(b) Under contract to another operator (e.g. National Express)? **Yes or No**

If yes to either (a) or (b), please briefly describe the services run

SECTION 5: FEEDBACK

Do you have any feedback that you want to provide on this survey?

Please give details

Please enter the information requested via the online survey form.

If you have any questions or difficulties please contact us using the details below:

By email: bus.data@dft.gsi.gov.uk or by phone: **020 7944 3077**.