



## **Summary of the meeting**

**Held at: Greystoke Village Hall**

**On: Monday 10<sup>th</sup> November 2025 at 7pm**

*"The one with tea and biscuits"*

### **1. Welcome and introductions**

Pam opened the meeting by introducing herself and thanking people for giving up their time to attend and for support received to set the meeting up. She asked where people were from, and the vast majority of those 20 people present were from Greystoke.

We were also lucky to have in attendance Mark Hodgkiss Scheduled Bus Service Officer, Sustainable Transport and Highways; Councillor Judith Derbyshire and Councillor John Murray (Cabinet member for Transport and Regulatory Services).

### **2. Aims of the meeting**

Despite the best efforts of people there, the technology was not working, so Pam read out the aims of the meeting as follows:

- To review bus data (use, cancellations, discounts uptake)
- To run through the new timetable and answer any questions people have about it
- To discuss ideas for increasing use
- To contemplate plan C (if the bus contract is not renewed in April 2026)!

### **3. Data on Use**

Pam said she had sent a very last minute request to Mark Hodgkiss for some data on use and number of cancellations, so a verbal report was given by Mark on the data he holds.

Mark explained that the 105 Stagecoach service is part of a 'bundle' of contracts with other bus services (ie with North Lakes school). Overall, between the four services which form the contract we were averaging 26 journeys a day last month – to get to the target of £10 per passenger journey this would need to increase to 58, so over double.

Mark also said there was a large matrix in development which will be used to evaluate contracts, but this is still in the early stages and not yet in use.

Mark did not have any recent data on the number of cancellations but we know bus have been cancelled last minute and / or without warning a number of times in the past and so this is something that makes people anxious about taking the bus.

### **4. New Timetable And Q&A.**

Pam explained that a small meeting had been held in August to review the concerns we had about low use of the bus and the possibility of the contract not being renewed in 2026. That meeting explored the barriers to people using the bus; one of which that



the timetable and route were both overly complicated and people were struggling to understand it.

Mark Hodgkiss had then taken them on board (pardon the pun) and later emailed proposed simplified timetables and routes. Susan Dowie (as an ex bus timetable, regular bus user and good egg) had then reviewed each of these to see which she thought might suit us best.

The result is the timetable that we will move to on 17<sup>th</sup> November; Mark very kindly handed out copies at the meeting.

Pam asked if people liked the new timetable and if they understood it and the result was a resounding YES. A discussion followed and included the naming of the bus stops so people knew where to wait, and the first bus people with a bus pass would be able to use.

Top tip, if the bus arrives at 9:25, bear in mind your bus pass should only be used from 9:30, so shuffle very slowly and fumble for your bus pass... ;o)

Mark was given a round of applause and thanked for all his efforts to work on the new timetable and route.

## 5. Ideas for increasing use

Pam read out each of the ideas we had thought of in the past and the new ideas we have received recently. She invited people to offer more ideas / expand on what they had suggested; the full and combined list is below:

<ul style="list-style-type: none"><li>✓ Castle / pool / Clickham / Quirky give a reduced price coffee on production of a Greystoke-Penrith bus ticket</li><li>✓ MP surgery held on bus</li><li>➤ Ask coffee shops in Penrith if they would give 50p off a coffee, / same with leisure centre</li><li>➤ See if there is a warm spot with wifi near Penrith bus station for people waiting</li><li>➤ Guitar playing or musician on bus certain days of the week</li><li>➤ Try and increase uptake of bus passes (the library is apparently great at helping people with this)</li><li>➤ If we hit the target number of journeys each month, can we have cakes on a bus to celebrate</li><li>➤ Check Alhambra and see if they do matinees that fit with bus times</li><li>➤ Might the school be persuaded to</li></ul>	<ul style="list-style-type: none"><li>✎ Door to door with a copy of the new timetable and have a chat with people about using the service</li><li>✎ Thinking of the bus service as another thing we volunteer to support – take a trip on a rota</li><li>✎ A couple or a family who normally drive in to town to do the “big shop” together might be persuaded to go in by car but - once the boot is full of goodies - the other person/rest of the family could all come back on the bus together</li><li>✎ Proposing friendship groups go into Penrith or elsewhere for meals out (possibly including an alcoholic beverage or two)</li><li>✎ Having a Santa special</li><li>✎ Adding an insert into the parish magazine with the new timetable, (or putting on the back)</li><li>✎ Fly leafletting cars in the village hall</li></ul>
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do bus trips ☞ Chatty Wednesday (or other day) bus journeys	car park
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## 6. Plan C

Pam reminded people that plan a had been for the x4/x5 to be diverted, plan b is what we have currently, plan b ½ is the iteration to the route and timetable but we had no plan C for if the bus contract is not renewed next year. John Murray stood up, introduced himself and said that while he hoped the 105 service would not be withdrawn, there were other schemes in development that might serve people in need. John paid tribute to those present and Pam was thanked for her work to date on coordinating the campaign for a bus.

## 7. Agreement of next steps and close

Pam will write and circulate a summary of the meeting. Those present (and those reading these notes) are urged not to seek permission but to encourage as many people as possible to use the bus and take forward some of the ideas listed above. Pam will take on some of the ideas as actions herself:

- Write to the school and see if they might take a bus trip as part of their curriculum
- Email the library team and see if they might be persuaded to come to the village as a one off event and support people getting their bus pass
- Receive as many timetables as Mark can print and work with other people to get out and about – particularly to people who do not use facebook – to explain the new timetable
- Set another meeting in February to look at the latest data.

Everyone was thanked for their time and support and the meeting ended at 8.10pm