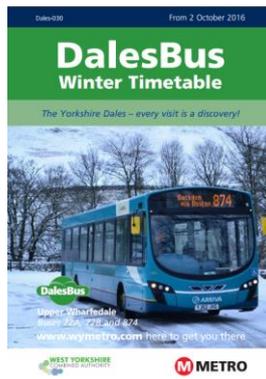




The Dales & Bowland  
Community Interest Company

# Annual Report and Statement of Community Interest Delivery 2016/17



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## Overview

- The Dales & Bowland Community Interest Company (D&BCIC) celebrated its tenth anniversary in February 2017. The first DalesBus service managed by the D&BCIC was Cravenlink service 873, which still operates between Ilkley, Skipton, Embsay and Bolton Abbey every Sunday and Bank Holiday throughout the year.
- D&BCIC is a social enterprise whose single shareholder is a charity, the Yorkshire Dales Society. The CIC has its own independent Board of Directors who are all unpaid volunteers working in partnership with commercial bus operators, community transport operators, user groups, local attractions and other businesses and local authorities.
- Thanks to considerable success in fundraising, including both Just Giving crowd funding and commercial sponsorship, together with use of £8,700 of reserves, D&BCIC continued to provide and market a reasonably-comprehensive network of DalesBus services in 2016/17, albeit over a similar shorter summer season (May to September), and a core winter network in Upper Wharfedale and Wensleydale.
- In summer 2016, the D&BCIC managed a network of 12 Sunday and Bank Holiday DalesBus services to and within the Yorkshire Dales National Park and Nidderdale Area of Outstanding Natural Beauty, plus a Saturday service between Leeds, Pateley Bridge and Hawes and a mid-week school holiday service between Bradford and the Dales. During the winter months four core Sunday services operated.
- DalesBus is not just a local but also a regional transport network. It serves a wide range of catchment communities across the North of England. Although primarily designed to meet the needs of urban communities to access the Yorkshire Dales National Park and Nidderdale AONB, DalesBus also provides a much-valued service for local communities within the Dales who otherwise would have no transport on Sundays and Bank Holidays, thereby further isolating those without access to their own transport.
- 31,373 passenger journeys were made on services managed by D&BCIC in 2016/17; a reduction relative to the previous year of around 6,000 journeys. This was largely due to the withdrawal, from Spring 2016, of the popular all-year Saturday Cravenlink X75 between Harrogate, Skipton and Malham due to lack of funding.
- The “net cost per passenger” statistic remained broadly stable at £2.24 compared with the comparable figure of £2.26 for 2015/16. This continues to reflect good value for money in what are increasingly difficult times for rural bus operation in the UK.
- A highlight of 2016/17 was the BBC4 programme **All Aboard the Country Bus**, which filmed the Northern Dalesman bus service on its journey between Richmond and Ribbleshead, through the stunningly beautiful landscape of Swaledale and across the Buttertubs Pass.
- Whilst D&BCIC and its partners have continued to be remarkably successful once again in attracting sufficient funding for the summer 2017 network, many of these funding sources are one-off opportunities and are not likely to be repeated in 2018/19.
- DalesBus delivers many economic, social and environmental benefits, but D&BCIC cannot achieve these alone. **For DalesBus to survive and develop we urgently need increased political and financial support.**

## 2016/17 - The Background

The last few years have become an increasingly difficult time for both the providers and users of rural public transport in England. Thanks to cheap car loans and petrol at historically low-price levels, motoring costs have fallen in real terms, whilst public transport fares have risen faster than inflation. Even for relatively low-income families, buying a second-hand car is often seen as a cheaper way of travelling than paying often very high fares on different bus services both and within the countryside for all but the retired.

Faced with declining markets, and because of national “austerity” programmes that have squeezed local authority revenue support budgets and reimbursement rates for the free carriage of elderly and disabled passengers, many UK bus operators have cut rural services, and there is every indication that this situation is going to get worse, thus further weakening the market for bus travel in a continuing downward spiral. D&BCIC was able to draw attention to this rural bus crisis, having been invited through one of its directors to give evidence to the House of Commons Transport Select Committee, but sadly the new Buses Act will do nothing to address it.

Rising car usage for personal travel in National Parks also has its downside in terms of congestion and pollution, and whilst this is largely assumed to be an urban problem, on fine weekends in areas within the Yorkshire Dales National Park such as Malham, Bolton Abbey, Kettlewell and Ribbleshead, parked cars and heavy traffic are visually intrusive, a source of noise and, along the busiest corridors, a source of NOx and other dangerous air pollutants.

Changing travel choices also reflect significant cultural changes. The traditional market of non-car owning, non-driving bus users, has been ageing and declining over the last few years, with not enough replacement younger travellers to fill the buses. Walking has declined in popularity for many young people compared with the meteoric rise in the popularity of cycling. Yet for people living in urban areas, even including those with access to a car, bus use can give huge flexibility and freedom for walking. There are few better ways to explore and experience the countryside than on foot, by making use of a good integrated public network linked to the rights of way network, for example for linear or point to point walks along valleys or across daleheads. Nor is there a more relaxing mode of travel than on a country bus, being able to see above walls and not stare at the road or car in front.

Until the quite recently public transport in National Parks was seen to be an important alternative to unrestricted use of the private car. It was generally accepted across the political spectrum that rural buses were a mode of travel which should be at least in part supported from the public purse, both for reasons of social justice – access for everyone – and to protect the environment from unrestricted private car use. But political thinking outside the main conurbations has changed. The Yorkshire Dales National Park Authority, which as a nationally-funded environmental protection agency, might be expected to take a lead in promoting sustainable travel (and does in fact support both cycling and walking) regards support for public transport as a “low priority”. This negative attitude is equally reflected by the main local highways and transport authority in the area, North Yorkshire County Council, who no longer provide any support for Sunday or Bank Holiday bus services, despite their major economic contribution to the region’s tourism industry. Some Sunday DalesBus services originating within the county no longer even receive any ENCT reimbursement payments, on the grounds that these are primarily leisure or tourist routes, a view which many people consider to be a misinterpretation of the legislation and a lack of recognition of the County Council’s wider public responsibility to the health and well-being of all its citizens.

The Council for National Parks has also noted, from a national perspective, how little Park Authorities do to support or promote public transport as a viable alternative to the private car, even though around 25% of the UK population do not have access to their own car, and 93% of all journeys to and within National Parks are now made by private car – a very considerable carbon footprint created by National Park visitors, and contribution to global warming.

## Maintaining a network with reduced funding

Faced with the difficult situation described above, Dalesbus has done well to retain volumes on those services still running, with the overall decline in patronage being explained largely by cuts in services. In 2016/17 D&BCIC suffered reduced funding from public-sector sources resulting in further cuts in services. However, DalesBus did continue to receive valued support from the West Yorkshire Combined Authority, a reduced grant from the Yorkshire Dales National Park Authority's Sustainable Development Fund, and grants from the Yorkshire Dales Society, Northern Rail, the Friends of the Settle Carlisle Line, the Friends of DalesBus through their Bus Fund (which includes individual donations from bus users) as well as both private sector and individual donations – see Appendix 4.

This funding, combined with the use of £8,700 of reserves, enabled what was a remarkably comprehensive bus network to be managed but given the many financial uncertainties, 2016/17 was more about consolidation than expansion.

A list of services provided by D&BCIC is included in Appendix 3, but key facts are summarised here:

- As in 2015, the DalesBus summer services started at the beginning of May and ended at the end of September.
- Saturday service 75/X75 linking York, Harrogate, Skipton and Malham was withdrawn due to a lack of funding, but Malham continued to enjoy a limited Saturday bus service from Skipton following discussions with Kirkby Lonsdale Coach Hire, who took on the service on a commercial basis.
- A new service, The Dales Highwayman, from Wakefield and Leeds to Pateley Bridge, Grassington and Hawes was trialled in July and August, to test the market for a Saturday service to encourage weekend visits to the Dales. Whilst reasonably successful (after a slow start it achieved an average of 44 passenger journeys per day) and clearly with potential for growth, it has had to be abandoned in 2017 through lack of further even modest funding.
- The Saturday service on Pride of the Dales route 74 between Grassington and Ilkley was funded by D&BCIC over the summer period, following contract changes by North Yorkshire County Council which would have otherwise left Bolton Abbey and Burnsall with no Saturday service. Further changes in October 2016 allowed the service to continue, albeit without the late return journey, with NYCC support again.
- Wensleydale Flyer Sunday service 856 between Northallerton, Leyburn and Hawes continued thanks to generous sponsorship from Outhwaites Ropemakers in Hawes and a very successful Just Giving crowd funding appeal which raised over £6,000 to sustain the service into the start of 2017, when we were delighted to receive a full year's support – to Spring 2018 – through generous sponsorship by Acorn Stairlifts of Steeton.

Once again, most DalesBus services continued to perform well. The decline of annual passenger journeys on services supported by D&BCIC from 37,217 to 31,373 was largely due to the loss of service X75 between Skipton and Harrogate. An encouraging aspect of the year's operation was a further decline in the "net cost per passenger" statistic from £2.26 to £2.24 reflecting the reduced cost in revenue support for every passenger journey after fares and senior pass reimbursement payments are deducted. This represents good value for money compared with the cost of operating most rural bus networks in the UK.

Problems with ENCTS (senior/disabled) passes continued with both North Yorkshire and Lancashire excluding some DalesBus services in their areas from the nationwide entitlement to free travel. This resulted in a confusing "three tier" system, with some services being operated entirely with ENCT validity, others entirely outside the scheme and others partly in the scheme with passes valid just one way; a highly confusing situation for many elderly users. In addition, the low rate of reimbursement per passenger means that it is very difficult for rural bus services with a high percentage of retired people to remain viable.

## Marketing

Marketing has remained crucial for the success of DalesBus, in 2016 specific efforts were made to attract younger more active, fare paying passengers including overseas visitors onto the network. The twice yearly popular Metro DalesBus timetable, widely distributed throughout the DalesBus catchment areas, remained the prime source of service information.

In 2016 the volunteer team of D&BCIC and Friends of DalesBus (FoDB) members, worked hard not only to help distribute the DalesBus booklets but also research, design and distribute a new range of “corridor” leaflets under the generic title of *Explore the Yorkshire Dales*. These were designed to showcase travel and tourism destinations and activity opportunities in the National Park and Nidderdale AONB served by bus from each of the main catchment conurbations. With an introduction by Sir Gary Verity, Chief Executive of Welcome to Yorkshire, these well-received and widely distributed publications contained a great deal of visitor-friendly destination information with illustrations, and colour-coded maps of the DalesBus network. Leaflets were produced showing journey opportunities from the West Yorkshire, East Lancashire/Airedale and York/Harrogate conurbations, and smaller versions for Lancaster/Morecambe and Settle were also produced. The publication was also partly funded by Transdev plc. taking full page paid advertisements for iconic commercial services 36 and X43, which are important feeder routes onto the DalesBus network.

In addition, D&BCIC produced a variety of more localised timetables with promotional copy aimed at local communities and visitors. These included leaflets which focussed on bus links from rail services, produced in partnership with Friends of the Settle Carlisle line, and timetable leaflets in partnership with local bus companies, including Kirkby Lonsdale Coach Hire and the Little White Bus. Transdev also continued to produce excellent leaflets to promote the Cravenlink and Witch Way services.

This material was widely distributed by Friends of DalesBus and D&BCIC volunteers through the main catchment towns and cities, in libraries, TICs, National Park Centres, and main visitor outlets including attractions, pubs and cafes and leisure centres, as well as in many outlets within the Dales and on buses and trains to and within the Dales. Pressure on public sector budgets brings the threat of some key library and TIC closures in the coming year. Similarly, West Yorkshire Combined Authority has a channel shift strategy for its Metro Travel Centres to move the public’s reliance from paper to their online travel information services. D&BCIC will need to monitor the impact of these changes on its marketing strategy during the coming year.

Volunteers have also maintained many bus stop timetable displays in the Dales and produced several press releases and public relations stories. The [www.dalesbus.org](http://www.dalesbus.org) website attracts around 3,000 unique visitors a month. There has also been some good social media exposure, with the DalesBus Twitter feed now having over 1,600 followers.

An important success in summer 2016 was the filming and transmission in late August of the BBC 4 *All Aboard the Country Bus* programme. This was watched by almost a million viewers, boosting use of the Northern Dalesman from Teesside, and did much to raise the national profile of DalesBus with local, regional, and national press coverage.

Key features of the DalesBus network are a range of multi operator tickets, discounts for young people, the elderly and disabled, and families (in addition to free travel for senior citizens with ENCT passes on some services) and, thanks to the support of the West Yorkshire Combined Authority, availability of MetroCard and MCard train and bus commuter tickets on the weekend DalesBus network – a facility which is unique in the UK.

## How the Dales & Bowland CIC meets its Community Interest Test

DalesBus is a means to an end. That end is primarily about allowing people without their own transport an affordable opportunity to access the National Park and Nidderdale AONB. A secondary benefit is to give local communities bus services which otherwise would not be there, to allow them to access shops, jobs and leisure facilities, including enjoying the countryside itself.

A further important related benefit is the economic impact of the DalesBus network in rural communities. Based on independent passenger surveys (e.g. QA, 2012), it has been estimated that around £10 per head is spent by Sunday bus users. This amounts to an estimated total of £260,000 spent by Sunday bus users in the Dales in local shops, cafes, pubs, overnight accommodation (the Sunday network facilitates weekend visits). This spend on local goods and services results in the usual multiplier effect in which spending is engendered through small businesses to other supporting businesses in the area. This is recognised by many businesses in the area – shops, pubs, B&Bs, camp sites, leisure attractions, many of whom now strongly support DalesBus, displaying and even requesting timetables and posters to publicise bus services to their customers.

DalesBus and the weekday services are now seen to be an essential part of the tourism infrastructure of the area. Services are also important in terms of bringing employees, for example catering staff, into the Dales from adjacent towns by bus.

The public health benefits achieved by encouraging active enjoyment of the countryside – principally in the case of DalesBus walking – are significant and have been well documented (see for instance Mackett, 2014). The mental health benefits are as important as physical health benefits, a day out in the countryside - even just a bus ride – can be a huge antidote to loneliness and depression, suffered by many older people.

The prime means of contact for the D&BCIC with regular and occasional DalesBus users is through the Friends of DalesBus (FoDB) - the Yorkshire Dales Public Transport Users Group, which campaigns for accessible and affordable public transport in the Dales. FoDB assists with distribution of timetables and leaflets, fundraising and organises a regular free walks programme via its DalesBus Ramblers group (over 80 walks were offered in 2016/17). Many FoDB members are regular users of DalesBus services and are encouraged to feedback passenger experiences, concerns, complaints, and suggestions to the D&BCIC Directors face to face, by phone, email or via the DalesBus website. This can also be done more formally at the Friends of DalesBus Annual General Meeting where the D&BCIC Board Annual Report is presented and FoDB can provide feedback. The D&BCIC Board regularly seek the views of FoDB members on their priorities for the Summer or Winter services. In this way regular DalesBus users feel they have a direct involvement, as stakeholders in the DalesBus network, and this is another key to the network's continuing support and success. Comments, enquiries, complaints and feedback are also received from local supporters and the general public via the DalesBus website and by email and acted on by the D&BCIC Board or Director as appropriate.

DalesBus drivers are also encouraged to provide vital help in giving feedback, which reaches the D&BCIC via direct face-to-face comment and conversations with bus users or through their operating companies, with whom D&BCIC Directors have close working relationships.

Though primarily involved with managing the Sunday, Bank Holiday and limited Saturday/School Holiday DalesBus network, D&BCIC also works to integrate its activities with those services of existing weekday bus and rail operators in the Dales such as Pride of the Dales, Dales & District, Kirkby Lonsdale Coach Hire, Transdev and Arriva Rail North, as well as the four Dales-based community transport operators also operating public scheduled bus services, for mutual benefit and support, and to offer Dales residents and visitors a seven day week, all year high quality public transport network to meet their travel needs.

## 2017/18 – Another Year of Consolidation

Planning for 2017/18 was an important part of the company's activity in 2016/17, with the main challenge again being to seek new sources of funding and ways to retain services with reduced financial support.

- Support from the WYCA has remained constant, reflecting the Authority's view of the value of DalesBus to the health and well-being of the people of West Yorkshire in terms of access to the National Park and AONB, and the regional economic and social importance of cross boundary services within the Leeds City Region.
- In contrast, the Yorkshire Dales National Park Authority's Sustainable Development Fund grant in 2016/17 for DalesBus of £4,500 was totally cut in 2017/18. This has resulted in a situation in which the YDNPA provides no financial support to DalesBus despite the network clearly supporting their own core objects of sustainable access to the National Park. This contradicts both the YDNPA Management Plan Policy F7 to ensure weekend access from the main conurbations, and the Government's 8-Point Plan for England's National Parks.
- North Yorkshire County Council also contribute nothing to the services, despite the significant contribution DalesBus makes to sustainable tourism opportunities in the Dales and as a transport network, to the region's rural economic development.
- On a more positive note, the National Trust is supporting Fountains Flyer bus 822 from York and Ripon to Fountains Abbey World Heritage Site (with a new midday return service to make half day visits possible) with a grant of £4,000. The Trust has also contributed £2,000 towards the cost of a new Nidderdale Rambler service 825, which provides a shuttle bus between Fountains Abbey, Brimham Rocks and Pateley Bridge with, on alternate Sundays, links to Grassington via Greenhow, or to Upper Nidderdale.
- Thanks to Arriva Rail North's new Community Rail Seedcorn Fund, our partnership with The Settle Carlisle Railway Development Company has secured additional money to support the Northern Dalesman service between Preston, Lancaster, Ribbleshead Station (to meet trains from Leeds) and Swaledale, and with the Bentham Line Community Rail Partnership a new, highly innovative minibus service linking Bentham and Clitheroe stations through the heart of the Forest of Bowland AONB to Slaidburn and Gisburn Forest, as well as Ingleton and Clapham, via the Bowland Knott or Cross of Greet moorland passes.
- A grant of £5,000 from Friends of DalesBus has enabled the 875 DalesBus service between Wakefield, Leeds and Hawes to be retained and improved with a faster outward service, and £2,000 from the Friends of the Settle-Carlisle Line, matching the contribution from Northern, has helped to retain the iconic Northern Dalesman service that meets trains from Leeds at Ribbleshead Station for Swaledale
- The westbound "Country Bus" Northern Dalesman service from Middlesbrough and Darlington has also been safeguarded thanks to an online Just Giving appeal by the Yorkshire Dales Society which raised over £3,000 and a generous grant from Northern Powergrid, who supply vital electricity distribution services to communities in the main catchment areas
- As in previous years, the Yorkshire Dales Society has generously supported the D&CIC with a grant of £2,000 to support the operation of the crucial 884 Cravenlink service from Dewsbury and Bradford to Malham, and also the 825 Nidderdale Rambler service to Upper Nidderdale and Grassington, in addition to providing essential office and much appreciated administrative support to allow the D&CIC to function.
- Other smaller funders and grant givers, as well as a wide range of individual donations, have also helped maintain the bulk of the network for summer 2017. However, services in the Nidderdale area have had to be reduced, and the Eastern Dalesman service no longer operates.

## The Future of DalesBus – 2018/19 and Beyond

Whilst the D&BCIC achieved considerable success in securing a series of donations and one-year grants to support the network of services in 2017, it is likely that several of these opportunities will be not repeated in 2018.

Without such levels of funding support, DalesBus as it currently operates will cease to exist, and will be confined to a shorter season and with limited capacity and geographical coverage, such as the already commercial X43, perhaps the 874 in Upper Wharfedale and maybe an occasional service to Malham. Wensleydale will be off limits at weekends even in high summer, as will Swaledale, Malham Tarn and Malham Moor, the western Three Peaks, and Upper Nidderdale. Areas such as Lancaster and Teesside, Richmond, Northallerton, Harrogate and York will be totally cut off from their nearby National Park, and the whole of the northern part of the National Park, which needs more visitors, will be isolated and less accessible for those without cars.

Yet funding requirements are relatively small. To keep the DalesBus network at the present level with a budget of (say) £100,000 would represent less than 2% of the current total Yorkshire Dales National Park budget. Even just 1% or £50,000 of the current budget could, with match funding from other sources, enable the DalesBus network to not only be retained but to grow as more users and fare payers were drawn to the network. This would benefit the substantial number of less affluent people in the surrounding urban areas who live in households without access to a car and the many domestic and overseas visitors who expect to find high quality public transport access in their choice of National Park destination.

The cost to the health and well-being of people living in the urban catchment and rural host communities will be far higher, in terms of the impacts resulting from loss of preventive health support and increased social isolation, as will the economic loss to be suffered by small businesses in the Dales, if the DalesBus network has to be cut back in future years. Added to this will be the environmental costs, including an ever-larger carbon footprint, resulting from ever increasing car dependency in the National Park and AONB.

DalesBus also demonstrates that the cost of providing the network is reduced by the voluntary input of D&BCIC Directors. However, if the DalesBus network is to survive then it is likely that D&BCIC will need to seek further commercial sponsorship in order to attract the level of funding required, and to recruit additional volunteers to cope with the increased associated workload.

We return to the Government's own 8-Point Plan for England's National Parks which was published in March 2016 - and Point 6 "Everyone's National Parks"

*"National Parks contain many accessible landscapes. They are special places for everyone to enjoy. That is why we are increasing the area of the country that National Parks cover. We will also work with National Park Authorities to scale up projects to reach visitors from a diverse range of social groups and to alleviate barriers that stop more people from enjoying National Parks."*

Lack of transport is often quoted in surveys as the main barrier to visiting National Parks by such diverse social groups. D&BCIC continues to engage with local MPs, the National Park Authority, AONBs and DfT to explain to them the achievements of DalesBus. We suggest that what has been developed in the Dales is a potential national demonstration partnership project to show a way of engaging users, operators and local communities (including local business) in developing an integrated public transport network to benefit local communities, visitors and, in a major tourist area like the Yorkshire Dales, the regional and national economy – all at relatively low cost to the public purse.

DalesBus can help Government, both local and national, to achieve many of their objectives for National Parks and other protected landscapes, delivering economic, social and environmental benefits. But we cannot do it alone. As we suggested in 2016, and repeat in 2017, **for DalesBus to survive we need increased political and financial support.**

It is indeed ultimately a question of public choice and priorities. Environmental issues apart, Society must choose between actions which either take account of or ignore the needs of less fortunate minorities. Our National Parks were created by Parliament for everyone to enjoy, not just the mobile, more affluent majority. Given the idealism and passion as evidence both in the 1950s but also through the present day National Park movement and flourishing network of National Park Societies, the time has come for both Government agencies and local authorities to deliver on their own stated aims and objectives, in both the visionary 8-Point Plan for National Parks and in individual Parks' own clearly stated Management Plans.

*References:*

*R.L. Mackett (2014) the impacts of concessionary travel passes for older and disabled people - a review of the evidence. Chartered Institute of Logistics and Transport, London*

*QA (2012) Dales Visitor Travel Survey Research for the Dales Integrated Transport Alliance.*

## Appendix 1

### Directors as at 31<sup>st</sup> March 2017

Prof. Christopher Nash (*Chairman*)

Mr John Carey

Mr Paul Chattwood

Dr John Disney

Mr Howard Handley

Mr Howard Robinson

Mr Alastair Ross

Dr Colin Speakman

Ms Janet Stallworthy

Dr Christopher Wright

## Appendix 2

### DalesBus Services managed by D&BCIC during 2016/17

|                      |   |
|----------------------|---|
| Fountains Flyer      | 812: Easingwold - York - Ripon - Fountains Abbey - Pateley Bridge - Grassington ( <i>summer only</i> )  |
| Eastern Dalesman     | 820/859: Dewsbury - Bradford - Otley - Pateley Bridge - Fountains Abbey - Ripon - Leyburn - Richmond ( <i>summer only</i> )   |
| Nidderdale Rambler   | 823/825: Selby - Tadcaster - Wetherby - Harrogate - Pateley Bridge - Lofthouse - Middlesmoor ( <i>summer only</i> )   |
| Northern Dalesman    | 830: Middlesbrough - Darlington - Richmond - Reeth - Hawes - Ingleton ( <i>summer only</i> )<br>832/830: Morecambe - Lancaster - Settle - Ingleton - Ribbleshead - Hawes - Keld - Reeth - Richmond ( <i>summer only</i> ) |
| Ingleborough Pony    | 831: Ingleton - Ribbleshead - Settle - Ingleton ( <i>summer only</i> )  |
| Wensleydale          | 855: Garsdale - Hawes - Gayle ( <i>all year</i> )<br>856: Northallerton - Bedale - Leyburn - Hawes ( <i>all year</i> )<br>Upper Dales CONNECT ( <i>all year</i> )   |
| Yorkshire Dalesman   | 874/875: Wakefield - Leeds - Grassington - Buckden ( <i>all year</i> )<br>857: Buckden - Hawes ( <i>summer only</i> )   |
| Cravenlink           | 873/884: York - Harrogate - Ilkley - Skipton - Malham ( <i>all year – in winter Ilkley to Skipton only</i> )  |
| Malham Tarn Shuttle  | 881: Malham - Malham Tarn - Settle - Ingleton ( <i>summer only</i> )  |
| Dales Experience Bus | 800/801: Bradford - Skipton - Grassington - Buckden - Hawes ( <i>Tuesdays during school summer holidays</i> )   |
| Dales Highwayman     | 800/802: Wakefield - Leeds - Pateley Bridge - Grassington - Buckden - Hawes ( <i>Peak season Saturdays</i> )  |
| DalesBus 74          | 74: Ilkley - Grassington ( <i>Saturdays – summer only</i> )   |

## Appendix 3

### Passenger Journeys

| PASSENGER JOURNEYS                 | 08/09<br>Actual | 09/10<br>Actual | 10/11<br>Actual | 11/12<br>Actual | 12/13<br>Actual | 13/14<br>Actual | 14/15<br>Actual | 15/16<br>Actual | 16/17<br>Actual |
|------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| <b>Sundays &amp; Bank Holidays</b> |                 |                 |                 |                 |                 |                 |                 |                 |                 |
| Cravenlink                         | 5,965           | 6,297           | 8,315           | 9,263           | 9,570           | 8,869           | 7,536           | 7,694           | 7,203           |
| Skipton to Grassington *           |                 |                 |                 | 7,125           | 8,243           | 8,202           | 10,042          |                 |                 |
| Wharfedale                         | 3,540           | 5,368           | 5,811           | 5,778           | 6,212           | 8,072           | 7,255           | 6,434           | 5,848           |
| Yorkshire Dalesman                 |                 | 2,711           | 3,602           | 3,522           | 2,962           | 2,953           | 2,558           | 1,474           | 1,422           |
| Northern Dalesman from West        | 1,021           | 1,704           | 1,701           | 1,864           | 1,880           | 1,520           | 1,752           | 1,608           | 2,083           |
| Northern Dalesman from North East  |                 |                 |                 |                 | 952             | 1,061           | 2,296           | 1,382           | 1,407           |
| Eastern Dalesman                   | 1,319           | 2,092           | 1,998           | 1,751           | 2,270           | 2,273           | 2,959           | 1,691           | 1,251           |
| Nidderdale Rambler                 | 1,219           | 1,563           | 1,980           | 1,740           | 2,172           | 2,570           | 2,469           | 1,193           | 871             |
| Fountains Flyer                    |                 |                 | 1,841           | 1,733           | 2,432           | 2,666           | 3,774           | 1,416           | 1,339           |
| Wensleydale                        |                 |                 |                 | 5,028           | 5,396           | 5,478           | 5,885           | 5,938           | 5,752           |
| Malham Shuttle                     |                 |                 |                 | 1,108           | 1,897           | 1,967           | 1,091           | 947             | 1,180           |
| Bowland Rambler                    |                 |                 |                 |                 |                 | 1,244           | 1,666           |                 |                 |
| <b>Weekdays/Saturdays</b>          |                 |                 |                 |                 |                 |                 |                 |                 |                 |
| Dales Experience Bus               |                 | 627             | 782             | 717             | 1,217           | 1,029           | 1,115           | 1,033           | 408             |
| Upper Nidderdale Rambler           |                 |                 | 554             | 480             |                 |                 |                 |                 |                 |
| Dentdale Explorer                  |                 |                 | 184             |                 |                 |                 |                 |                 |                 |
| Cravenlink 75                      |                 |                 |                 |                 |                 |                 | 5,780           | 6,407           |                 |
| Malham Shuttle                     |                 |                 |                 |                 | 321             |                 |                 |                 |                 |
| Dales Highwayman                   |                 |                 |                 |                 |                 |                 |                 |                 | 418             |
| Saturday 74                        |                 |                 |                 |                 |                 |                 |                 |                 | 2,191           |
| <b>Total</b>                       | <b>13,064</b>   | <b>20,362</b>   | <b>26,768</b>   | <b>40,109</b>   | <b>45,524</b>   | <b>47,904</b>   | <b>56,178</b>   | <b>37,217</b>   | <b>31,373</b>   |
| <b>Net Cost Per Pax</b>            | <b>3.63</b>     | <b>3.45</b>     | <b>2.46</b>     | <b>2.02</b>     | <b>2.09</b>     | <b>2.13</b>     | <b>1.91</b>     | <b>2.26</b>     | <b>2.24</b>     |

\* = Skipton to Grassington service commercially operated by Transdev in 2015/16 and 2016/17

## Appendix 4

### Financial Support

D&BCIC would like to thank the following for financial support during 2016/17:

Acorn Stairlifts  
Aysgarth Falls Hotel  
Bolton Abbey Estate  
Bolton Estate  
Constable Burton Estate  
Friends of DalesBus  
Friends of the Settle-Carlisle Line  
Hawes & High Abbotside Parish Council  
Individual donors  
Leyburn Town Council  
Low Mill Guest House  
National Trust  
Northern  
Outhwaites Hawes Ropemakers  
Pateley Bridge Town Council  
Ripley Parish Council  
West Yorkshire Combined Authority  
Yorkshire Dales National Park Authority Sustainable Development Fund  
Yorkshire Dales Society