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**Appendix 1 – Local Link map (showing the majority of Local Link services)**



Appendix 2 – Stagecoach in Peterborough Bus Network Map (from October 2013) showing the 20, 21 and 22 services in grey, in addition to other services.



**Appendix 3 (i) – Passenger Numbers for Local Link Services**

Local Link - All Passengers														
Route	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Total (1)	Total (2)
401	1010	1121	795	813	879	821	533	945	956	564	limited data	limited data	<b>8437</b>	10124
404	198	164	172	177	175	216	243	239	218	202	limited data	limited data	<b>2004</b>	2405
406	13918	13089	10140	12668	11643	12182	11544	11189	11273	11483	limited data	limited data	<b>119129</b>	142955
407	8917	8487	6299	7814	7271	8125	7293	7435	7184	8082	limited data	limited data	<b>76907</b>	92288
408	4791	4855	3640	4662	3810	4083	3019	3488	3299	3348	limited data	limited data	<b>38995</b>	46794
410	4415	4476	3081	4330	4167	4218	4271	4281	4159	4691	limited data	limited data	<b>42089</b>	50507
411	188	302	143	223	159	198	184	185	207	159	limited data	limited data	<b>1948</b>	2338
<b>Total</b>	<b>33437</b>	<b>32494</b>	<b>24270</b>	<b>30687</b>	<b>28104</b>	<b>29843</b>	<b>27087</b>	<b>27762</b>	<b>27296</b>	<b>28529</b>	<b>0</b>	<b>0</b>	<b>289509</b>	<b>347411</b>

Local Link - Concessionary Passengers														
Route	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Total (1)	Total (2)
401	97	115	80	130	48	53	25	93	72	32	limited data	limited data	<b>745</b>	894
404	122	101	91	92	76	123	122	135	115	111	limited data	limited data	<b>1088</b>	1306
406	9277	8626	6623	7762	7208	7869	7681	7511	7445	8089	limited data	limited data	<b>78091</b>	93709
407	4890	4843	3538	4224	3968	4357	4145	4337	4105	4582	limited data	limited data	<b>42989</b>	51587
408	2009	1780	1500	1584	1548	1502	1521	1476	1720	1837	limited data	limited data	<b>16477</b>	19772
410	1961	2144	1541	1945	1835	2010	1984	2059	1849	2136	limited data	limited data	<b>19464</b>	23357
411	41	48	17	8	17	18	25	14	18	18	limited data	limited data	<b>224</b>	269
<b>Total</b>	<b>18397</b>	<b>17657</b>	<b>13390</b>	<b>15745</b>	<b>14700</b>	<b>15932</b>	<b>15503</b>	<b>15625</b>	<b>15324</b>	<b>16805</b>	<b>0</b>	<b>0</b>	<b>159078</b>	<b>190894</b>

Total (1): Total of the 10 months of accurate data available (Oct 12 - Jul 13)

Total (2): Total for 12 months based on 10 months accurate data [Total(1)/10 x 12]

Enterprise / Amey experienced issues with their ticketing system during August and September 2013 and therefore the data available is inaccurate and considerably below the actual numbers of passengers carried. This data has therefore been extracted as anomalous, and a multiplication factor applied to the data available for the first 10 months of the period under examination.

**Appendix 3 (ii) – Passenger Numbers for Stagecoach 20, 21 and 22 services**

<b>Route 20</b>													
<b>Ticket Type</b>	<b>Oct-13</b>	<b>Nov-13</b>	<b>Dec-13</b>	<b>Jan-14</b>	<b>Feb-14</b>	<b>Mar-14</b>	<b>Apr-14</b>	<b>May-14</b>	<b>Jun-14</b>	<b>Jul-14</b>	<b>Aug-14</b>	<b>Sep-14</b>	<b>Total</b>
Adult single	346	377	358	344	310	400	317	324	346	323	270	326	<b>4041</b>
Child Single	132	114	113	91	76	128	95	93	94	65	73	101	<b>1175</b>
Adult Day	520	458	354	387	309	312	273	365	364	409	429	335	<b>4515</b>
Adult Week	385	303	291	313	398	399	231	367	376	400	313	316	<b>4092</b>
Adult month/4 week	53	65	39	69	61	107	76	98	84	79	54	51	<b>836</b>
Concession free pass	1660	1629	1413	1490	1410	1508	1397	1431	1414	1493	1354	1299	<b>17498</b>
Family Day	27	54	36	63	27	27	18	36	18	27	108	27	<b>468</b>
Annul	-13	-6	-8	-5	-1	-9	-5	-1	-5	-5	-1	-5	<b>-64</b>
<b>Total</b>	<b>3110</b>	<b>2994</b>	<b>2596</b>	<b>2752</b>	<b>2590</b>	<b>2872</b>	<b>2402</b>	<b>2713</b>	<b>2691</b>	<b>2791</b>	<b>2600</b>	<b>2450</b>	<b>32561</b>

<b>Route 21</b>													
<b>Ticket Type</b>	<b>Oct-13</b>	<b>Nov-13</b>	<b>Dec-13</b>	<b>Jan-14</b>	<b>Feb-14</b>	<b>Mar-14</b>	<b>Apr-14</b>	<b>May-14</b>	<b>Jun-14</b>	<b>Jul-14</b>	<b>Aug-14</b>	<b>Sep-14</b>	<b>Total</b>
Adult single	152	127	99	102	109	145	118	142	125	154	99	96	<b>1468</b>
Child Single	15	13	15	4	9	8	5	5	16	18	19	6	<b>133</b>
Adult Day	85	94	42	62	101	114	88	81	94	133	107	87	<b>1088</b>
Adult Week	121	171	86	84	37	141	192	156	204	184	165	271	<b>1812</b>
Adult month/4 week	87	82	42	57	34	57	46	44	74	69	60	58	<b>710</b>
Concession free pass	601	577	450	503	518	560	474	512	480	473	490	545	<b>6183</b>
Family Day	0	0	0	0	18	0	9	0	0	0	0	0	<b>27</b>
Annul	-1	-1	0	-1	-3	0	-1	-3	-2	0	-2	0	<b>-14</b>
<b>Total</b>	<b>1060</b>	<b>1063</b>	<b>734</b>	<b>811</b>	<b>823</b>	<b>1025</b>	<b>931</b>	<b>937</b>	<b>991</b>	<b>1031</b>	<b>938</b>	<b>1063</b>	<b>11407</b>

Route 22													
Ticket Type	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Total
Adult single	225	236	222	209	171	215	180	241	232	277	248	244	2700
Adult return	46	46	42	54	28	52	44	30	26	62	50	80	560
Child Single	60	43	54	66	46	51	21	35	51	56	59	78	620
Child Return	8	0	38	0	6	8	16	20	8	34	14	14	166
Adult Day	300	254	302	218	302	276	211	263	292	302	283	346	3349
Adult Week	500	847	573	638	685	758	408	372	631	458	313	706	6889
Adult month/4 week	88	215	161	273	220	293	219	275	211	185	144	216	2500
Concession Day	0	0	0	0	0	0	0	0	0	0	0	0	0
Concession free pass	1965	1808	1660	1720	1485	1697	1491	1629	1639	1704	1588	1802	20188
Family Day	27	9	0	0	27	0	18	9	9	9	108	18	234
Annul	-2	-3	-8	-7	-4	-2	-3	-6	-3	-12	-10	-3	-63
<b>Total</b>	<b>3217</b>	<b>3455</b>	<b>3044</b>	<b>3171</b>	<b>2966</b>	<b>3348</b>	<b>2605</b>	<b>2868</b>	<b>3096</b>	<b>3075</b>	<b>2797</b>	<b>3501</b>	<b>37143</b>

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Total
<b>Concessionary Total</b>	<b>4226</b>	<b>4014</b>	<b>3523</b>	<b>3713</b>	<b>3413</b>	<b>3765</b>	<b>3362</b>	<b>3572</b>	<b>3533</b>	<b>3670</b>	<b>3432</b>	<b>3646</b>	<b>43869</b>
<b>Total</b>	<b>7387</b>	<b>7512</b>	<b>6374</b>	<b>6734</b>	<b>6379</b>	<b>7245</b>	<b>5938</b>	<b>6518</b>	<b>6778</b>	<b>6897</b>	<b>6335</b>	<b>7014</b>	<b>81111</b>

**Appendix 3 (iii) – Bus Hours comparison details**

Weekly Bus Hours figures and annual hours, taking into account bank holidays

	Mon - Sat	Sunday	Weekly Hours	Annual Bus Hours
Local Link	575.00	10.25	585.25	29666.33
20, 21, 22	136.70	0.00	136.70	6926.13

**Appendix 3 (iv) – Passengers per Bus Hour**

Based on the Annual Bus Hours and Annual Passenger figures given in 3 (i) and 3 (ii), the number of passengers per bus hour can be calculated.

	Annual Bus Hours	Annual Passengers	Passengers per Bus Hour
Local Link	29666.33	347411	11.71
20, 21, 22	6926.13	81111	11.71

#### Appendix 4 – Complaints regarding the 20, 21 and 22 service since October 2014

Breakdown of complaints by route and category.

These complaints were those specifically about the 20, 21 and 22, not the fact that the service had changed.

	Svc 20	Svc 21	Svc 22	<b>TOTAL</b>
Staff related – Staff Attitude / Behaviour	5	3	4	<b>12</b>
Service related – Punctuality / Reliability	2	1	3	<b>6</b>
Service related – Fares	1	0	2	<b>3</b>
Service related – Timetable	0	0	2	<b>2</b>
Vehicle related – Vehicle issues	1	0	2	<b>3</b>
Other	0	0	0	<b>0</b>
<b>TOTAL</b>	<b>9</b>	<b>4</b>	<b>13</b>	<b>26</b>