

Castleton Public Transport Survey 2024 - Summary

Introduction

On behalf of Castleton residents and visitors, the Parish Council decided to seek improvements to the bus, train and transport services. This has included engagement with bus and train companies, Derbyshire County Council, Peak District National Park Authority, local MPs, Hope Valley Climate Action, and the Better Buses for Castleton Action Group that is also working with local, regional and national Better Bus Group campaigns. We have asked residents to try and judge demand and priorities for improved services through a one-page survey, distributed via the Peveril Post. We asked households to indicate whether their responses applied to them alone or to others as well, in which case we were keen to know how many people resided in the household. Additional surveys were sent out and returned using the village email group.

We also received four responses from business owners, three of which reside outside the village. In addition, a small sample of ten surveys were completed at the bus station in Castleton requesting views of bus services from visitors using the various bus routes. This represented twenty-five visitors in total using a range of bus routes. All comments and ideas for improvement are captured in a comprehensive list of five pages available from the Parish Council on request.

The survey presented residents with priorities for improvement and asked them to give a score for every item on the list from 1 (low importance) to 5 (high importance) These priorities can be seen in the survey results section.

In addition to requests to prioritise improvements we also asked three specific questions

- 1) Do you have other ideas for improvements or new services?
- 2) What changes to services would encourage you to use buses and trains more often, even if you had a car?
- 3) What views do you have about the new Buxton/Edale bus route 62?

The responses to the above can be found at the end of this report but it is worth emphasising that residents were very forthcoming in expressing their views and ideas for improvements to bus and transport services. We were asked to comment on the new route 62 which started in July 2024 as this had received funding from Derbyshire County Council and is operated by High Peak Buses as part of a Peak Sightseer provision connecting Castleton with Edale and Buxton. We were also mindful that this year the village had seen an increase in bus provision ranging from the High Peak Shopping buses to Chapel and Buxton, The Stagecoach Open Top Sightseer bus, and the new route 62 which we specifically asked residents to comment on.

Survey results

We received 49 survey responses from residents which covered a total of 88 residents taking part. The tables below give the resulting overall order of priority obtained. The first table takes account of all respondents, the second table comes from analysis counting each completed survey as only one response per household. The % column on the right of the tables gives a relative score for each question where the maximum possible score of 100 would correspond to a case where every response is given a score of 5 (most important).

	Order Including all Respondents	%
1	<i>Access to accurate real time bus and train time information at all stops and online</i>	80
2	<i>Reliable, regular connection between Castleton buses and trains at Hope/Bamford</i>	79
3	<i>Hourly daytime bus service to/from Sheffield via Hathersage</i>	72
4	<i>Regular direct bus service to Buxton (also see question 6 below)</i>	65
5	<i>Frequent local "Hope Hopper" minibus service linking local villages and services</i>	64
6	<i>Regular faster bus service to/from Sheffield via A57</i>	63
7	<i>Late evening bus service to/from Sheffield</i>	60
7	<i>Bus or shared lift services for access to GP surgeries, hospitals, therapy services</i>	60
8	<i>Improved access at bus and train stops, for instance the Hope to Sheffield platform</i>	57
9	<i>Regular bus service to Chapel</i>	55
10	<i>Early morning/evening fast commuter bus service to/from Sheffield</i>	52
10	<i>Integrated ticketing so that one ticket can cover buses and trains and transfers</i>	52
11	<i>Hourly daytime bus services to Bakewell</i>	51
12	<i>Access to a voluntary car lift-sharing service</i>	46
13	<i>Electric-bike hiring service in the valley and railway stations</i>	36

	Order Counting Surveys Completed only	%
1	<i>Access to accurate real time bus and train time information at all stops and online</i>	83
2	<i>Reliable, regular connection between Castleton buses and trains at Hope/Bamford</i>	80
3	<i>Hourly daytime bus service to/from Sheffield via Hathersage</i>	76
4	<i>Frequent local "Hope Hopper" minibus service linking local villages and services</i>	67
5	<i>Regular direct bus service to Buxton (also see question 6 below)</i>	66
5	<i>Regular faster bus service to/from Sheffield via A57</i>	66
6	<i>Bus or shared lift services for access to GP surgeries, hospitals, therapy services</i>	62
7	<i>Late evening bus service to/from Sheffield</i>	60
8	<i>Improved access at bus and train stops, for instance the Hope to Sheffield platform</i>	57
9	<i>Regular bus service to Chapel</i>	56
10	<i>Early morning/evening fast commuter bus service to/from Sheffield</i>	55
11	<i>Integrated ticketing so that one ticket can cover buses and trains and transfers</i>	54
11	<i>Hourly daytime bus services to Bakewell</i>	54
12	<i>Access to a voluntary car lift-sharing service</i>	49
13	<i>Electric-bike hiring service in the valley and railway stations</i>	35

As can be seen from the tables the clear top three priorities, regardless of analysis form, are:

- (1) Access to accurate real time bus and train information at all stops and online,
- (2) Reliable, regular connection between Castleton buses and trains at Hope/Bamford and
- (3) Hourly daytime bus service to/from Sheffield via Hathersage.

After that there is clear support for a "Hope Valley Hopper" service and buses to Buxton.

The survey also included three questions about transport that required a specific answer. The table below gives the results for this, again divided according to whether individual surveys are counted as one response or if account is taken of the number of people per household.

		Surveys only	All respondents
Q1 how often do you use public transport to/from castleton	Daily	1	4
	Weekly	10	16
	Monthly	23	41
	Never	4	7
	No reply	11	22
	total	49	88
Q2 would you like improvements to the bus services to/from Castleton	yes	31	53
	No	1	0
	Don't mind	4	9
	No reply	13	24
	total	49	88
Q7 if services were improved, would you make more use of public transport?	yes	39	75
	no	2	4
	no reply	8	9
	total	49	88

From this table it can be seen that there is a clear demand for improved services and that improvements to the service would result in more use.

In terms of the priorities again, access to accurate real time information, in view of other parts of Derbyshire and the rest of the country, is not a big ask. One quote from the comments section was 'Realtime updates on electronic screens linked to bus timetables. Other areas have this such as Bamford, so why not the rest of the Hope Valley?'

Regarding regular connection between Castleton buses and trains at Hope and Bamford station, the issue of improved connectivity between bus and rail stations has long been raised in the village. Linked to this are ongoing discussions about transport hubs at Hope and Bamford. Hourly daytime bus services to and from Sheffield via Hathersage is to some extent now being delivered. Fourth on the list was regular direct bus services to Buxton, and the new route 62 is a step on the right direction and was one of the questions we asked respondents to comment on.

Recommendations and action points

- 1) Agree target recipients and the full report to them.
- 2) Encourage more use of the buses to ensure continuation of services such as the Route 62.
- 3) Make sure residents have a clear list of all the bus services. There are attempts to improve this by producing a list for Peveril Post and a report to the Parish Council.
- 4) Link this report to other initiatives such as the Active Travel campaign