



Matthew Metcalfe  
Senior Transport Officer  
Transport Services Team  
West Berkshire Council  
Market Street  
Newbury  
RG14 5LD

Wednesday 20<sup>th</sup> October 2021

Dear Matthew,

**RE: West Berkshire Bus Service Improvement Plan**

I am writing on behalf of the Go-Ahead group companies operating services in West Berkshire to confirm our support for the West Berkshire Bus Service Improvement Plan ("BSIP").

As an operator in West Berkshire of many years' standing, we have greatly appreciate the opportunity to engage with the council on the production of the BSIP.

We support the BSIP, and are encouraged that the document contains a number of important planned interventions which will benefit residents of West Berkshire, notably the re-establishment of a regular bus link between Newbury, Harwell Campus and Oxford – a route which has been absent from the map for many years, and is of great strategic importance; and improvements to bus infrastructure planned in the Pangbourne area which will allow us to make improvements to our service 143. The Newbury – Oxford link in particular has involved good partnership working between local authorities, with Oxfordshire County Council also recognising the importance of this link and helping to gather data to inform the business case.

We were also pleased to see the inclusion of improved ticketing integration between operators in the greater Reading area, and anticipate that similar plans will also be included in the BSIP plans for the neighbouring Reading Borough Council.

Finally, we note the proposal to develop Demand Responsive services for some of the more rural areas of the county and feel this would be a positive development for these areas, many of which lack any real public transport provision currently. We would be happy to share our expertise in operating Demand Responsive Services in Oxford and Lincolnshire with the council at an appropriate point to help these services to be delivered successfully.

Thanks again for the opportunity to provide input into the BSIP and I look forward to working with you to deliver positive outcomes for bus users in West Berkshire through the delivery of the BSIP interventions.

Yours sincerely

Luke Marion  
Finance & Commercial Director  
Oxford Bus Company, Thames Travel, Carousel Buses and City Sightseeing Oxford