NEWS RELEASE

11 November 2026

Bus passenger numbers grow as improvements continue in West Sussex



Release date: 11 November 2026

West Sussex County Council continues to work with bus operators to deliver improvements to the bus netwo through its Bus Service Improvement Plan (BSIP), generating strong passenger numbers and positive public satisfaction with local bus services.

The National Highways and Transport Network Satisfaction Survey 2024/25 found that West Sussex scored ab the national average across all public transport measures and ranked first among participating county counc overall satisfaction with bus services.

The findings come as bus travel in West Sussex reached its highest recorded journeys among adult and child paying passengers since comparable records began in 2000.

Our BSIP-funded improvements facilitate this increase in numbers by supporting affordable and accessible b
travel across the county.

The 16-20 Bus Saver, which allows young people to travel at the child fare, has seen use increase by more tha
30% since summer 2025, helping more young residents access education, employment and leisure opportun

Book-a-Bus, the county's on-demand service for areas without regular bus routes, has carried more than 52,0
passengers since launching in 2023, providing vital connections for rural communities.



Councillor Erika Woodhurst-Trueman, Cabinet Member for Highways and Transport, said: “Improving public
transport is a long-term commitment for the council. The work taking place across West Sussex reflects the s
partnerships we have cultivated with bus operators, neighbouring authorities and local communities which e
us to identify and deliver meaningful improvements for passengers across the county.

"It's really encouraging to see the positive feedback received from residents through the survey. The results
recognise the drive and determination we have to improve network reach, bus reliability and journey comfort.

Since the bus improvement programme began in 2022, a range of projects have been introduced across West
Sussex, including:

- 548 real-time passenger information displays installed at bus stops
- More than 300 accessibility upgrades at bus stops
- New bus shelter partnerships helping local councils deliver new shelters
- Bus priority traffic signal technology at 50 junctions
- Introduced bus lanes in key areas in Crawley

Alongside these infrastructure improvements, bus services have also been enhanced, with 24-hour services
connecting Brighton and Worthing, and Bognor Regis and Chichester. The BSIP-supported Stagecoach 500 se
celebrated carrying more than one million passengers, while additional journeys have been introduced on oth
commercially viable bus services to help meet demand and encourage greater use of buses.

Funding continues to support subsidised bus services, helping to maintain access to public transport for communities across the county. Further improvements are currently being developed in partnership with bus operators and local partners.

With passenger numbers growing and further improvements in development, the county council and its partn are continuing to build a bus network that gives residents a practical and affordable alternative to travelling b

For more information about bus travel in West Sussex and ongoing improvement work, visit westsussex.gov.uk/BusIt.

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Notes to Editors

Attached are images that you may use.

- A bus stop in Shopwhyke with a bus shelter and real-time passenger information display.
- An image of Councillor Erika Woodhurst-Trueman, Cabinet Member for Highways and Transport.

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For further information please contact the news desk on 0330 222 8090 or email pressoffice@westsussex.gov.uk.

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