

CHAMBER POLICY & INSIGHTS

Dear Shropshire Chamber

Thank you for your correspondence regarding Mr Weller's concerns and questions in relation to Shrewsbury's Park and Ride service.

Please find our response to each of the questions below:

1. Would more frequent minibuses from P&R sites help reduce the number of cars entering Shrewsbury?

Regarding the suggestion for a more frequent park and ride service, potentially using smaller vehicles - currently, this service runs up to every 12 minutes during peak hours as per our proposals submitted in our [Bus Service Improvement Plan \(BSIP\)](#), this recent enhancement is a step forward to realising these aspirations. Subject to future funding we can look to make further improvements and will take these comments on board for consideration when reviewing contracts.

2. What is the subsidy per passenger that the County Council currently provides for these services?

For specific data requests a Freedom of Information request would be required via the [online request form](#). However, below are passenger numbers for the Shrewsbury Park & Ride contract over a six-month period, comparative over a three-years (2023 to 2025). During these periods, funding has been used to either improve frequency or reduce fare costs. These numbers allow us to understand passenger usage when attributed to a relevant improvement scheme.

Shrewsbury Park & Ride - Passenger Numbers				
	2023	2024	2025	% increase
January	32,183	34,958	37,813	17%
February	26,121	29,891	33,032	26%
March	26,572	29,681	37,163	40%
April	33,788	37,452	41,262	22%
May	22,765	28,809	30,694	35%
June	28,889	29,048	31,435	9%
Totals	172,341	191,863	313,424	24%

3. What measurable impact do P&R services have on congestion, air pollution, and climate objectives in Shrewsbury?

Extensive information about Climate Action in Shropshire, including strategies, policy and progress can be found on the [Shropshire Council website](#).

4. What strategies could be implemented to make these services more popular and effective?

Shropshire Council submitted its most recent [Bus Service Improvement Plan](#) (BSIP) to UK Government in June 2024. This document outlines a variety of initiatives identified by the Local Transport Authority including enhancements to public transport marketing.

5. What is the purpose of maintaining P&R services if they are not widely used?

As mentioned in the [Bus Service Improvement Plan](#), Park & Ride services help to offset carbon emissions by providing an offer of transport into the town centre, thus reducing car usage into the town centre. With further funding and improvements detailed within the Bus Service Improvement Plan we can further realise the benefits.

6. Why is the English National Concessionary Travel Scheme (free bus pass for older people) not valid on P&R buses?

The English National Concessionary Travel Scheme (ENCTS) provides free bus travel for older and disabled people on local bus services. However, Park & Ride services are not classed as local bus services under the national scheme as they are dedicated, limited-stop services designed to connect car parks with town centres. Therefore, there is no statutory duty for councils to offer free travel on Park & Ride services. We do, however, offer a half-price fare for concessionary pass holders after 9:30am, Monday to Friday and all day on a Saturday.

7. Is it essential to provide a significant financial incentive and effective publicity to encourage P&R use instead of driving into town?

Following the increase in frequency to up to every 12 minutes at peak times, Shropshire Council has used its own and partner social media platforms and collaborated with local schools, businesses, magazines, and other organisations nationally to promote the scheme. Future promotion will continue, but must be delivered in the most cost-effective way for the local authority.

8. Would introducing Fare-Free Public Transport for all ages, as seen in some Western European cities, help achieve these goals?

While fare-free public transport exists in several places worldwide, it is not currently a viable option for Shropshire due to significant cost implications for the local authority.



9. There are also concerns over the signage of the Park and Ride which we understand is already being investigated but please could you also clarify the current situation.

We acknowledge that signage for the Meole Brace Park and Ride site is currently missing due to recent development in the area. Shropshire Council's Highways Team is aware of this and further updates can be requested via email at highwaysdevelopment@shropshire.gov.uk.

If you have any further queries in relation to Shrewsbury Park and Ride or other public transport services, you can find lots of information on the [Public Transport pages](#) of the Shropshire Council website or you can contact the Public Transport team directly via email at buses@shropshire.gov.uk.

Kind regards

Public Transport Team

Passenger Transport Group

People Directorate