

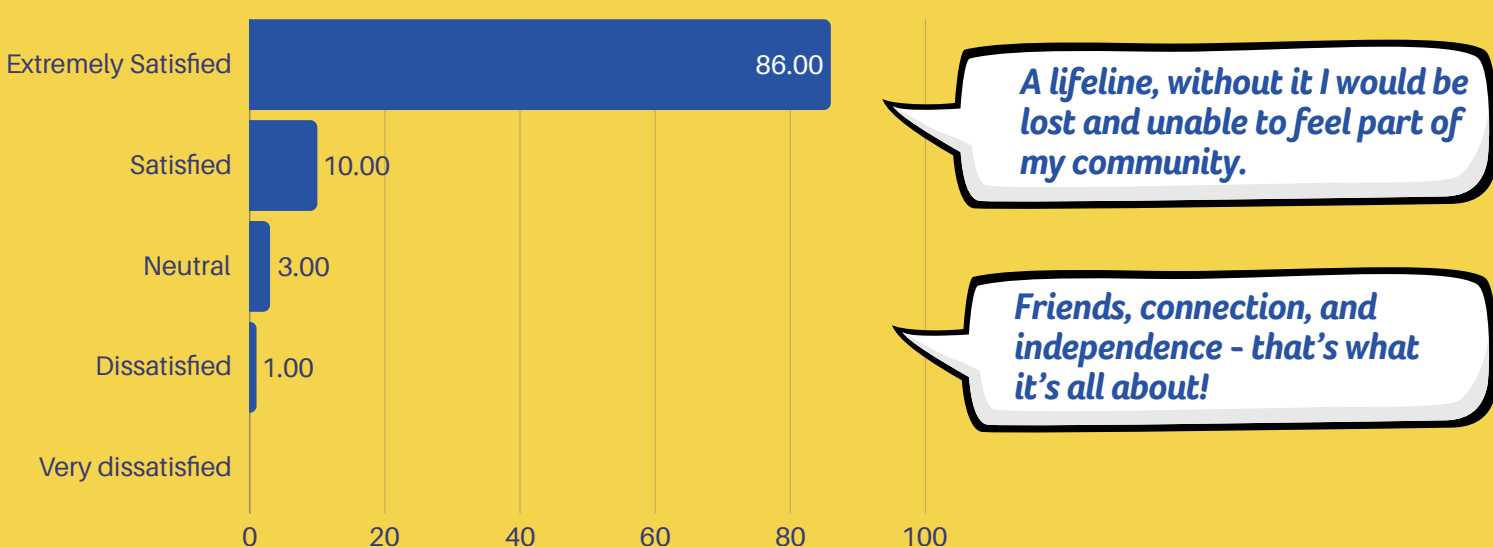
Buzza Bus Impact

We are thrilled to shine a spotlight on the outstanding efforts of the Buzza Bus Community Transport Service, which plays a vital role in providing essential transportation for the residents of the Isles of Scilly. Last year, we proudly launched a brand-new, fully accessible Electric Vehicle on St. Mary's, specifically designed to assist individuals who are socially isolated, face mobility challenges, or struggle with traditional transport options.

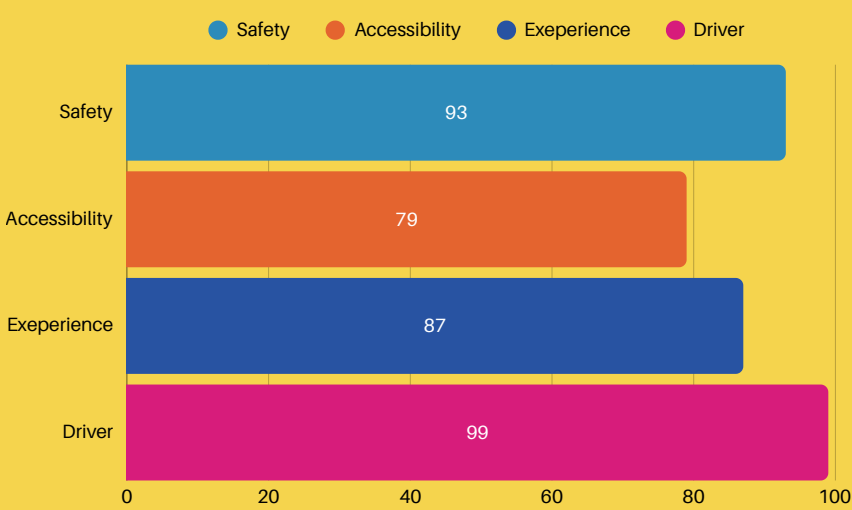
The Buzza Bus operates as a Dial-a-Ride service, managed by Age UK Cornwall, offering convenient door-to-door assistance within St. Mary's. This new vehicle enables individuals to access a variety of services and support, including visiting local shops, connecting with others, attending appointments, and transporting passengers to and from the quay, including those from the off islands. **This data has been collected through our minibus management system, trip recording sheets, and a recent passenger survey.**

Satisfaction rates

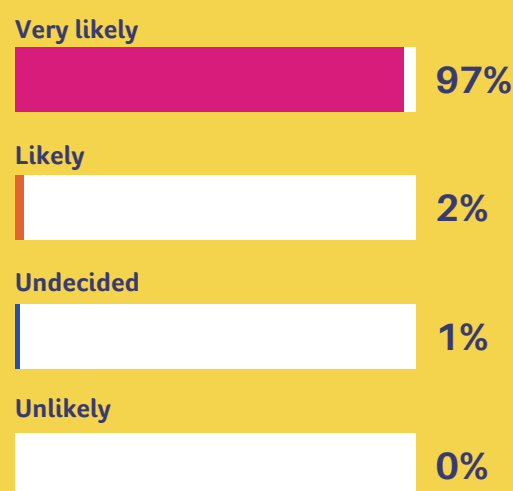
We asked passengers if they could rank their experience of the Buzza Bus Service and provide feedback about the user journey. This is what they told us:



How would you rank the safety, experience, and accessibility?

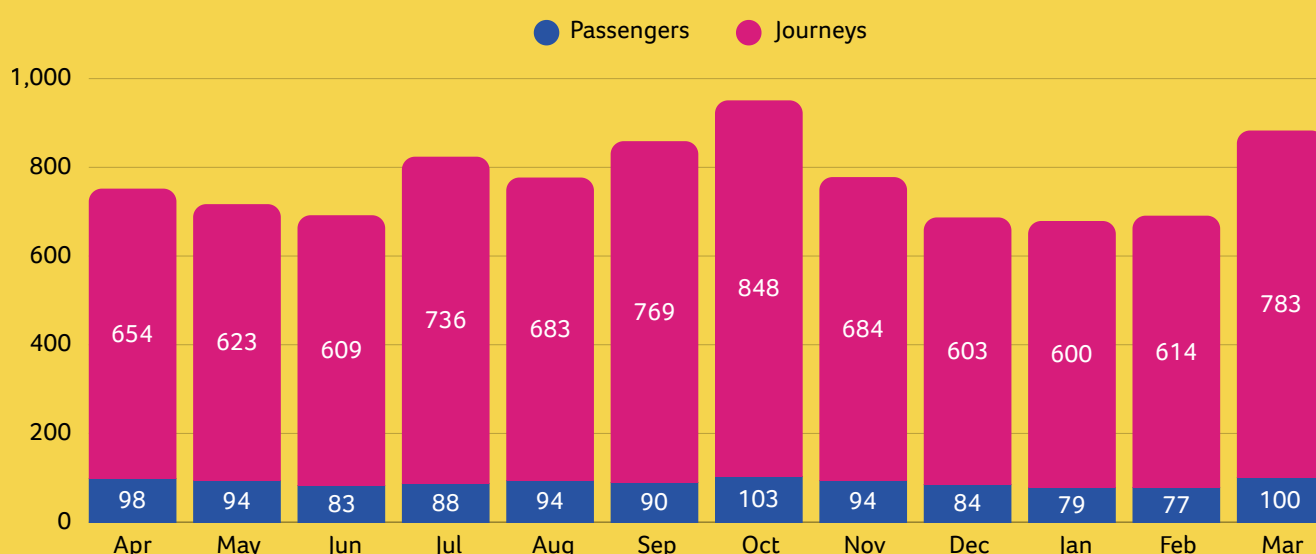


Would you recommend this service?



Making the difference

Across the last 12 months, the Buzza Bus has been extremely active, supporting **228** individuals and over **8200** journeys - a month by month breakdown is highlighted below.



Inclusive and accessible

226 The Buzza Bus is fully accessible and supported **226** people who use a wheelchair to access services & support.



In total, we assisted individuals in connecting with **57** local businesses, activities, and services - spanning from the local veterinary clinics to the sports hall.

57



Providing choice & independence

The Buzza Bus is accessed for a wide range of reasons. These are the top 6:

- Shopping and trips to town 33%
- Social connection and activities 26%
- Health related appointments 19%
- General health & wellbeing 14%
- Work, education, and care 3%
- Airport and ferry transfers 2%

What you say about the Buzza Bus

I would be lost with the Buzza Bus, the bus driver is so helpful, nothing is ever too much trouble for him.

I don't think you realise, just how important, this service is... I am not sure I would leave my home without your kindness and care.

Just brilliant, the driver should be given a medal.

For me, and so many, this is our escape. I cannot fault the service, driver, or connections I make - long may it continue.