
Newsletter of BABUS-Bedford Area Bus Users' Society Christmas 2010

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Award for Stagecoach

Stagecoach East has been awarded the coveted **Express Coach Operation of the Year** in the national UK Bus Awards for its' X5 service for the second year in a row. Read more about it on page 2.



Officers of BABUS assisted by others have been doing a review of information at bus stops in the area. The review was submitted to Bedford Borough Council who have undertaken a renewal and replacement programme through much of the rural area. The bus stop on the left at Wilden shows an example of the new Bedford Borough branded timetable.

STOP PRESS

Milton Keynes new Coachway opened 11 December

The AGM for 2011 is planned for 11 June 2011 in the Salvation Army Bedford Congress Hall, Commercial Road, Bedford. Full details including Guest Speaker in the Spring 2011 *Newsletter*.

For enquiries, contact BABUS through the website at <http://babus.org.uk> or on the BABUS Enquiry Line on 0870 486 1369 (24 hour answering and fax service). If you leave a message and would like us to call you back, please leave a landline telephone number. We regret we may not be able to respond to mobile numbers. You may also send a fax to 0870 486 1369.

MEMBERSHIP

Our membership year runs from 1 April until the following 31 March. **To continue to receive all the benefits of membership**, renew your membership by sending a cheque for £3 (£12 for group membership) payable to **BABUS**, to the Membership Secretary, Simon Norton, 6 Hertford Street, Cambridge, CB4 3AG. Please enclose a stamped addressed envelope if you would like a receipt by post; alternatively ask for a receipt by email.

**BABUS Newsletter Editor: Alan Hopkinson: email: alanhop@another.com
4, Beverley Crescent, Bedford, MK40 4BY, Phone: 01234 352645**

AWARD FOR STAGECOACH

Stagecoach East has been awarded the coveted **Express Coach Operation of the Year** in the national UK Bus Awards for its X5 service between Cambridge, Bedford, Milton Keynes and Oxford for the second year in a row,.

The UK Bus Awards, held in London on 16th November, celebrates the best performing people, projects and organisations from around the country – and the X5 is no exception. The service runs up to every 30 minutes 7 days a week and has seen tremendous passenger growth of 160% since 2003.

In 2009 a fleet of brand new coaches was launched on the route, which feature comfortable leather seats, air conditioning, free WiFi and power sockets by each seat.

Stagecoach East Managing Director Andy Campbell said, “This success is a reward for all staff at our Bedford depot who work hard to deliver a constantly high level of service to our customers on X5 day after day. The X5 is a great way to get across the country, and links a number of important towns and cities. “We have a number of improvements planned for the X5 in the coming months, including the introduction of StagecoachSmart. This new way of buying your coach ticket will make travel easier and offer even better value for money.”

CHANGES IN KEMPSTON from Stagecoach Website

Stagecoach has listened to comments from customers and local councillors about their local Route 1 in Kempston. Many customers were concerned about the journey time into town, so a one-way circular route around Kempston will be introduced on December 5th to help improve travel time. There will also be more buses on Route 1 – during the day, Monday to Saturday, there will be a bus every 10 minutes into town and back again.

Philip Norwell, Commercial Director of Stagecoach East said, “We have received comments and suggestions from customers, and have met with Borough Councillors and Kempston Town Councillors to discuss the proposals in depth. We believe the revised route in Kempston, along with the increased frequency on route 1 and new Sunday buses on all Bedford town routes will offer better transport for all.”

Details of the changes are found below.

BEDFORD BUS SERVICES UPDATE

There have recently been several changes to services in and around Bedford and whilst some have made the newspaper headlines, others have been introduced quietly. To ensure members are up to date the following list summarises all that has, or is expected to take place.

10th August

Route 90 introduced Stotfold – Arlesey - Henlow – Shefford, plus Chicksands on weekdays only

30th August

Revised Town services on Routes 1,2 ,P&R, D,E, and new Routes 10 and D2

Route 1 becomes Bedford – Kempston circular via South Wing Hospital, Bedford rd, King William, Eugster Avenue, Harter Rd, Woburn Rd, Chantry Estate, Elstow Rd (Kempston) Bunyan Rd then return to Bedford. Sunday service introduced.

Route 2 withdrawn

Route P&R between Bedford and Elstow P&R site via South Wing Hospital and Ampthill Rd operating as “conventional” bus service serving all stops and extended for much of Mondays to Fridays to Bedford Rail Station.

Route 10 introduced Bedford Bus Station – Rail Station – Park Avenue – Brickhill – Woodlands Estate on weekdays

Route D2 introduced on Sundays only Bus Station – South Wing Hospital – Ampthill Rd – Interchange Retail Park

Cedar Coaches Routes D and E withdrawn

Many allocated bay numbers at Bedford Bus Station changed on this date.

25th September

Stagecoach Route 168 withdrawn

27th September

Grant Palmer route 68 introduced Stewartby – Kempston – Bedford with some journeys via the Kempston rural “ends” and diverting via Flanders Close, Kempston. Up to 10 Journeys Monday to Saturday.

24th October

Route M50 operated from Kettering depot rather than Bedford with consequential extra weekday evening journeys northbound and via Rail Station. Last southbound journey now involves a

change of bus at Sharnbrook. Two very early northbound journeys direct via the A6 no longer operate in "our" area and the Sunday service is retimed and reduced by one journey in each direction.

Route P&R extended to Rail Station throughout Saturdays.

5th December

Revised Route 1 runs one way through Kempston to Bunyan Road where it turns right into St Johns Road to Bedford Road. New bus stop sited in Bedford Road, just short of the Saxon Centre. Monday to Saturday daytime frequency on Route 1 increased from 5 per hour to 6 per hour

New Sunday buses on Route 1 and a bus every hour on all other Bedford town routes.

4th January 2011

Route 68 to be revised in Kempston to include a diversion via Spring Road to serve the unused stop in Elstow Road.

POSTSCRIPT (THE KEMPSTON SAGA)

Many members will already be aware through local newspaper headlines and *Letters to the Editor* together with items on the BABUS Bulletin Board, that the changes of 30th August were not universally welcomed in parts of Kempston. Whilst BABUS was asked to quote for one publication and we highlighted the positive elements, especially those for which we have campaigned, items on the Bulletin Board were adamant we should have done more, that we were too late and, in effect, were not an effective organisation. There were also suggestions that maybe BABUS was in some sort of cosy arrangement with Operators and the Local Authority.

This is not so, BABUS will continue to fight your corner when it believes injustices or oversights are being promulgated but we have found that firm but forthright debate is achieving greater recognition and credibility than confrontational style newspaper headlines.

The Committee is, however, concerned about the frequency of changes to services in Kempston with the confusion it may cause to regular passengers.

CENTRAL BEDFORDSHIRE COUNCIL STAKEHOLDER WORKSHOP

Biggleswade, Wed 8 Sep 2010.

Peter G Williams (PGW), Acting Chairman, BABUS

BABUS delegates were PGW and Mr Peter Hirst. Other organisations represented included: Bedford to Bletchley Rail Users' Association (BBRUA), Bedford Borough Council, Railfuture, Bedford Commuters Association (BCA), Renaissance Bedford (RB), East of England Development Agency, Bedfordshire Rural Transport Partnership.

(These notes represent a personal view and should not be read as a report of proceedings or an affirmation of BABUS policies.)

The workshop was introduced by Mr Paul Cook, Head of Transport Strategy, CBC, who described the background to the Local Transport Plan (LTP). LTP was a statutory requirement involving development of a long-term strategy (25 years), and a medium-term programme of works (3 years). It was seen as providing an opportunity for Central Bedfordshire to set new objectives and aim for new directions. It should also provide a basis for applying for funding for new projects where transport was seen as a means to deliver wider access to employment opportunities, health services, educational opportunities and as stimulus for economic growth.

In practical terms LTP had to take account of journey-to-work issues, access to services, and freight movements. Key issues were seen as: growth in both housing and the economy, geographic considerations and access to finance (not known). Deliverables had to be realistic.

The remainder of the morning was spent in working in small groups. The writer was a participant in a group comprised of delegates from Railfuture, Renaissance Bedford, BBRUA and BCA. The group was facilitated by Mr Jim Tombie, CBC Director. A number of questions had been posed in order to provide focus for discussion; in practice the discussions were not constrained by the nature of these questions or, in any way, by the views of the facilitator.

Question 1 – What is the biggest transport issue facing Central Bedfordshire?

The BBRUA delegate in the group noted that the CBC Portfolio Holder for Sustainable Communities had not found it appropriate to

attend; his absence was deplored. It was also noted that no train or bus operator was represented and the value of the Workshop was, therefore, highly questionable (I also noted that the CBC Public Transport Manager did not attend - PGW).

The Railfuture delegate suggested that the biggest transport issue facing Central Bedfordshire was congestion. I disputed this and countered that the biggest transport issue facing Central Bedfordshire was Central Bedfordshire. BABUS members will be familiar with my assertions that Central Bedfordshire unitary authority is a regressive and negative concept. It has no economic, strategic or geographic logic and no central focus. It lacks provision of basic services in terms of secondary health care, further education provision, a retail centre and an administrative and services centre. In particular Central Bedfordshire has no structured public transport network and no transport interchange for bus/coach/rail services. Central Bedfordshire lies on a north-east to south-west axis and is intersected by, but not particularly well served by the A1 and M1 roads and East Coast, Midland and West Coast main railway lines, all running south-north.

Delegates did not disagree with this view but the new authority structure was in place and had to be accepted.

There was consensus within the group that the major transport issues included a sub-standard public transport provision, lack of a planned and coherent network, issues with times of services (the present problem with Stagecoach and Grant Palmer services in Flitwick being cited as an example, by the BCA delegate).

It was felt that there was a need for more information on measurement of passenger and traffic flows and better intelligence on commuting distances and destinations. Without this information it was not possible to provide for a local transport plan. It was suggested that potential users of public transport did not necessarily have a perception of real costs of alternative modes, without which they were unlikely to make informed choices (I do not support this view – PGW).

The BCA delegate suggested that integrated ticketing across various transport modes and highlighting the personal advantages of public transport were desirable objectives. Promotion of car-sharing schemes was mentioned, but would only work if a 'carrot-and-stick' policy was applied. Poor use of Section 106 funding was

mentioned by the BBRUA delegate (I cited the Fairfield Park issue as a case-in-point - PGW).

The BBRUA delegate pointed out that there was only one rail freight terminal in Central Bedfordshire, in Biggleswade. He was concerned about lack of rail access to the proposed Covanta Energy refuse-burning power station at Stewartby and had calculated that 1,000 lorry movements per week could be involved in servicing the plant.

Question 2 - What can be done to encourage more people to walk, cycle, and use public transport, given our constraints?

It was felt that improvements could be made through relatively simple and inexpensive policies such as better cycling routes to rail stations with safer cycle storage, signage showing locations of rail stations, better and cheaper car parking at rail stations. The BBRUA delegate pointed out that the Marston Vale Line, in particular, suffered from these problems.

Question 3 - If you could do one thing to improve transport in your area, what would it be?

It was agreed that there was much potential scope for improvement but that there was a need for an overall coordinating body to make the necessary, and frequently obvious, changes.

Present deficiencies were seen to be:

(1) Poor public information on access to existing services (I cited the complete lack of roadside timetables for the route-200 bus services between Langford and Clophill Green).

(2) Bus-rail interchange issues (at Flitwick, Sandy, Biggleswade and Arlesey). Leighton Buzzard was cited as an example where improvements had been made.

(3) Improved connectivity and integration between different transport modes (I cited, yet again, Hitchin bus-rail interchange as an example of good practice) The BCA delegate made an unfavourable comparison between Hitchin and Bedford.

(4) Poor public confidence in reliability of services. Confidence could be improved by use of electronic Real Time Passenger Information (RTPI) displays at key locations.

(5) Timed connections between bus and rail, especially after 7 pm on weekdays.

(6) Better 'joined-up' planning at Central Beds Council (I cited the present move of Shefford

Health Centre from a central location on five bus routes to an out-of-town site served by no buses.)

(7) Bus services running to a Sunday timetable on Bank Holidays.

The general conclusion was that there was a need for a coordinated and integrated structure across the various transport modes, operators and stakeholders. This could only be undertaken by the local authority – the example of the Hertfordshire Interlink operation was frequently cited as a model to copy. An Interlink structure for Central Bedfordshire (with Bedford) was seen as the answer – the ‘one single thing’ - to the present situation of low public confidence and perceived poor service access, provision and reliability.

Peter Hirst adds: Our group criticised the apparent intention of going ahead with the Dunstable-Luton Guided Busway at a time when finance was obviously going to be in short supply. Cambridgeshire continues to have huge problems with contractors BAM-Nuttall over the Cambridge-St Ives busway. Central Beds is a junior partner in the Bedfordshire scheme, most of which would be within Luton Council’s boundaries. The bus routes continuing from the guided way into Central Beds could be planned to be entirely off the guided part. In this way CBC should be able to remove itself from any direct impact of trouble in the construction.

One of my points was that Biggleswade did suffer from traffic congestion. It is caused by:

- (1) lack of direct road connection^{1*} between Biggleswade by-pass and the industrial estates at Eldon and Albone Ways on Hitchin Road,
- (2) poor signage on the A1 road and within Biggleswade,
- (3) narrow roads in the town centre – particularly Hitchin Street and the road running eastward from the Market Place.

Copious notes were taken by the group co-ordinators during the discussions, but I was very disappointed by all the speakers at the summing-up session afterwards. Surely these officials knew that they would be called on to do this, and should have prepared themselves better for the job. I was left with the impression that little of what had been said in the groups had registered with the co-ordinators.

¹ * The map at the back of the ‘Biggleswade Official Guide and Map’ shows the intersection of Langford Road and the by-pass as a normal crossroads. It isn’t. Perhaps council officials don’t even know about this problem

BEDFORD BOROUGH COUNCIL RURAL TRANSPORT REVIEW

By Godfrey Willis

Reference was made in the last newsletter to the bus surgeries that Bedford Borough Council had held in many villages and the input from BABUS. Questionnaires were issued with a closing date for responses of 11th June.

All responses have been analysed by B.B.C and the report into the review has been made available of which a brief summary and list of salient points is given below.

712 questionnaires were returned, of which 63 were completed on line and 649 were paper copies, of those received almost twice as many were from females than males, 17% were from persons under 18 years of age whilst 50% were from the over 65’s.

The most common reason given for travelling by bus was to go shopping and the most popular time was between 09:00 and 15:00 on Wednesday. Over 70% of respondents reported it easy to get bus information and most people wanted it through printed timetables.

The most common complaint related to lack of evening and weekend buses, followed by poor punctuality.

The most popular destination was Bedford followed by Milton Keynes, Rushden , St. Neot’s and Northampton (note popularity of shopping).

Question: How satisfied are you with bus routes available? Sharnbrook 92%, Roxton 91%, Eastcotts 89% down to Riseley 66% and Bromham 45%.

Question: How satisfied are you with the times that buses run? Roxton 84%, Gt Barford 83%, Harrold 76%, Sharnbrook 73% down to Turvey 47%, Bromham 32%

Question: How satisfied are with your bus service overall?

Roxton 8%, Oakley 83%, Sharnbrook 80%, Eastcotts 79% down to Wootton 46%, Bromham 34%

And some randomly selected comments:

- Bedford local routes and the X5 should run less frequently
- Currently cheaper to park in town than take the bus
- Why not introduce a Taxibus service?
- Difficult to contact bus companies when bus doesn’t turn up

- Impressive efforts made during the ice and snow
- Services should link up with other transport
- Promote route to Rushden via Yelden as scenic route
- Takes 45 mins to Bedford by bus, 15 mins by car
- Frequency of Route 51 is excellent
- Stewartby doesn't need a double decker, senior citizens prefer small buses

There was planned to be a follow up meeting with affected Parish Councils.

BABUS IN ACTION

By Godfrey Willis

Members will know that for some time BABUS officials have regularly met with Stagecoach and with the Local Authorities to discuss matters of bus interest. This has recently been expanded by an inaugural meeting with Grant Palmer, an up and coming name within our local bus scene.

We have attended four meetings since the last newsletter and below is a brief synopsis of each:

Stagecoach

At the meeting on 23rd August the Chairman, Vice Chairman and Secretary met with Zoe Paget, Operations Manager for Bedford. Key issues firstly related to the Stagecoach reorganisation in which oversight of Bedford had passed from Northampton to Cambridge under Stagecoach East. We were assured that little or no change would be noted "on the ground" and that Northampton was retaining input to current schemes until they came to fruition.

Secondly, the BABUS report on alleviating capacity problems at Bedford Bus Station following detailed investigations by Colin Franklin was discussed. The forthcoming bay changes on 30th August were suggested by Stagecoach as a first step to alleviating problems but BABUS were unsure that, by vacating Bay 1, all Stagecoach services could be reliably handled in the remainder.

Thirdly we were advised details of the forthcoming changes to Bedford Town Services (also 30th August – see separate news item) and the withdrawal of Route 168 from 26th September. BABUS had already heard of a concern in Kempston regarding the withdrawal of Route 2 along part of Elstow Road (Kempston) but the extension of the new P&R service to and from the Rail Station, the

introduction of a regular Sunday service on Route 1 and further journeys to the Rail Station on new Route 10 were all positives for which BABUS had been campaigning.

Grant Palmer

The same three office holders visited the Grant Palmer premises at Dunstable on 3rd August and met Grant and his General Manager. Issues on the table at this inaugural meeting included capacity allocation at Bedford Bus Station (Grant Palmer buses at that time were almost confined to the British Heart Foundation stop), public awareness of some of his Central Bedfordshire routes such as "Bedfordshire's best kept secret" – Route 200! Together with the impacts of "skewed" timings where Stagecoach J2 and Grant Palmer X42 served Flitwick and Ampthill together, and the proposals for introducing Route 68 to replace Stagecoach 168. We had a fruitful meeting.

Bedford Borough Council/Central Bedfordshire Council.

This session took place at Borough Hall on 7th October and was attended by the Heads of Transport for both authorities. A lengthy discussion took place including topics such as Route 90 around the Arlesey area, capacity issues at Bedford Bus Station, the recent changes to town services, the BABUS report into C.B.C roadside information, future plans for bus services and publicity, both BABUS and Local Authority.

It is not possible to give a complete resume of the three hour session but the key points are as follows:

- Route 90 accepted as convoluted and will be re examined in the near future.
- Capacity Issues understood and offer made for BABUS to meet Bedford Borough Council Parking Manager
- The press coverage and "official" feedback were noted (see separate newsletter item) in respect of the 30th August changes.
- C.B.C. had received the BABUS bus stop information audit report; its contents had been noted
- BABUS publicity is being redesigned and reprinted
- Timetables: C.B.C have reissued the Shefford but B.B.C are not intending to reissue their booklet until stabilisation has taken place.

Stagecoach

A further liaison meeting took place at the Bus Station on 22nd November which updated several of the issues from the 23rd August session.

Briefly these relate to problems in Falcon Avenue, Brickhill with Route 10, the further changes to Route 1 in Kempston (see separate article), serving the Rail Station on Saturdays and the confirmed introduction of Sunday Town services.

BABUS representatives were pleased to be introduced to Philip Norwell, Commercial Director, Stagecoach.

Footnote

We have tried to hold a similar liaison meeting with Arriva The Shires at Milton Keynes but this has not yet occurred.

Bus Station Congestion

BABUS has been in action on another front. Colin Franklin our Vice-Chairman carried out an exhaustive survey on current uses of the entire bus station area and on possible alternative locations for some of the activities, proposing ways of better serving Bedford's bus passengers. His findings were discussed with Stagecoach and subsequently presented to Bedford Borough Council taking into account Stagecoach's reservations.

NOTES FROM GREAT BARFORD

By Alma Tebutt

On 16th November a Bedford Borough Bus was parked by Alban Middle School as part of a survey of the needs of Public Transport. Although by the time you read this, the survey in Great Barford will have taken place there may be another chance for a bus service through the village. This is one advantage of living on the boundary of two different Councils. Happy New Year.

Ivel Sprinter

Passengers who regularly use the service would like to wish all volunteers with the Ivel Sprinter a very Happy Christmas and New Year.

The fortnightly journeys to Tesco for December and January will be as follows:

Monday Dec 20 10.30am – return 12 noon

Monday Jan 03 09.57am – return 11.30am
(Bank holiday)

Monday Jan 17 10.30 – return 12 noon

Monday Feb 07 09.57am – return 11.30am

Monday Feb 21 10.30am – return 12 noon

Monthly journeys to Bedford – return 1.00pm

Monday December 20 09.57am

Monday January 17 09.57am

Monday February 21 09.57am

Monthly journeys to St. Neots – return 11.30am

Thursday December 09 09.15am

Thursday January 13 09.15am

Thursday February 10 09.15am

Enquiries for Ivel Sprinter ring Lesley 870957.
For BABUS ring Alma on 871210.

HOW THE SWISS DO IT by Simon Norton

Switzerland is well known for high quality and integrated public transport, but it was only reading an excerpt from a recently published book² that made me realise how good it was. Note that despite the title the author's analysis is intended to apply to rural areas too.

The book has a detailed study of the canton of Zurich, which includes not only the city but surrounding suburban and rural areas. Full details of its network can be seen at <http://www.zvv.ch/en>. For example Bauma, with just over 1000 people, has 2 trains per hour from early morning to mid-evening, an hourly service to midnight, and all night buses at weekends. The only community within the canton that doesn't have at least an hourly service is Sternenberg, which has a scattered population of 349; but even this village has 5 buses every day to Bauma, and 7 buses on Mondays to Fridays and summer Sundays.

This enabled no fewer than 19% of Sternenbergers to use public transport to get to work in 2000 -- with another 10% walking or cycling. Says Mees: "Sternenberg has not yet moved beyond the automobile age, but it is ready if it needs to."

² *Transport for Suburbia -- Beyond the Automobile Age* by Paul Mees, Earthscan, 2010 ISBN 978-1-84407-740-3 (excerpt at <http://www.worldstreets.wordpress.com/2010/11/08/beyond-the-automobile-age> which also has directions for buying the book itself.)

Of course this is an indulgence which a rich country like Switzerland can afford ...or is it? In 2009 the average subsidy per public transport user in Zurich canton was equivalent to 30p, below the figure for London and the metropolitan counties, let alone shire counties such as Bedfordshire. After all, it's common sense that a well used network needs less support than one used mainly by disadvantaged people -- which is what we tend to have in the UK.

The book gives several reasons why Switzerland outperforms countries such as the UK.

1. The Swiss have a tradition dating from the 19th century of efficient public services and government by referendum. It was a referendum that led to the adoption of a "people's initiative for the promotion of public transport" for Zurich City despite it originally winning disfavour from the city engineers; and a proposal for a "Beeching" on secondary railways wasn't even put to referendum: it was clear it would be lost.

2. Zurich Canton has a single transport authority, the ZVV (introduced by a referendum), controlling all local public transport, whether by rail (conventional, rack or funicular), bus, tram or boat, and whether operated by the public or private sector. As compared with our fragmented and deregulated system, this facilitates cross subsidy and ticketing integrated between all modes.

3. The main theme of the book is the need for routes to be planned as a network. The ZVV procures regular interval timetables with planned interchanges that make journey planning simple.

Bedford and Central Bedfordshire should aspire to nothing less than Swiss standards in the long term. Meanwhile here are some minimum standards for such rural areas which I believe are reasonable and achievable in the short term. I dare say that our decision makers would consider these proposals hopelessly unrealistic, especially with public services being under attack, but I am equally sure that the Swiss, and many other Europeans, would consider them hopelessly inadequate.

The backbone of the network should consist of regular interval services covering all but the remotest communities in the county; these should link all market towns to main regional centres within the county and across the border.

Remote communities would have buses catering for normal working hours and for schoolchildren, the latter also available to the general public. And there should be shopping trips to/from market towns at least 2 days a week. All associated positioning workings should also be available to the public.

Other small villages would be served by "network" routes running at least every 2 hours from morning peak to evening peak, connecting with the national network at a rail station or bus interchange.

For medium sized villages the daytime frequency should be at least hourly, starting before the morning peak and finishing late enough for London daytrippers to return after the evening peak. The last bus should make a guaranteed connection with an incoming train. There should also be late evening buses at weekends and a Sunday service sufficient to provide both for shoppers and for weekenders returning home in the evening.

The above standards should also apply to large villages and market towns, with the addition that their daytime services should be at least half hourly and their evening and Sunday services (including Sunday evenings) at least 2 hourly. Buses should link to the national network in more than one direction.

Popular leisure attractions should be served whenever they are open, Sundays included.

COURTESY CORNER

If members attend any meeting/exhibition where they sign in as, or refer to being, a BABUS member the Executive Committee request that you please post the information on the Bulletin Board as often your "chance remark" turns very quickly into "BABUS policy. Thank you.

FORTHCOMING MEETINGS

BABUS Committee members will be attending the following meetings in the near future. If you have any issues you would like raising please email the society, details on the cover. Starting times of some of the meetings are not yet determined.

20 Jan 11 Meeting with Bedford and CBC

7 Mar 11 Stagecoach liaison meeting 14.30

11 Jun 11 AGM, Bedford