

Exeter Edition



# Route Consultation 2019

The route ahead for bus services in the South West



# Background

As part of Stagecoach South West's commitment to key stakeholder engagement including Devon County Council and the main local authorities, this consultative document has been produced with the main aim of offering stakeholders and members of the public alike, an opportunity to actively participate in the bus route planning process for Stagecoach routes in the South West region.

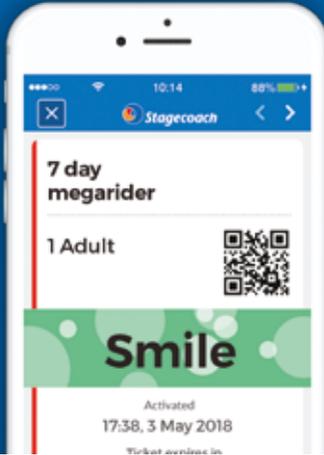
This document sets out many proposed, substantive network changes for the Stagecoach South West operation. The key aims of the Plan are:

- To demonstrate Stagecoach South West's commitment to listening and responding to the needs of our customers
- Reduce the number of major changes each year to between two and three, unless other factors prevent us from doing so e.g. our contractual obligations
- To demonstrate Stagecoach South West is a key player in the ongoing development of a sustainable transport strategy for the region



# Catching the bus is now even easier for our passengers

With more ways to pay, our customers benefit from the flexibility of choosing to purchase tickets as they board the bus. Also daily or weekly mobile tickets are available via our app, or simple smart card top ups. Last summer we introduced contactless payments to our customers offering speed and convenience when boarding. Customers can also plan their journey, and track their bus via our app.



**PLAN  
YOUR TRIP**



**BUY  
MOBILE TICKETS**



**TRACK  
YOUR BUS**



# Route Consultation Plan - The Process

This year we are looking to carry out a structured consultation process with our key stakeholders including all local authorities within the company's operating area, Devon NHS Foundation Trust, most major colleges and universities, and passenger groups.

To help facilitate this process, we aim to hold a series of roadshows over the coming year to incorporate the proposed changes to routes within those areas.

Stagecoach South West will be hosting roadshows to hear comments, suggestions and ideas from all our customers. Details of when and where roadshows will take place will be advertised online nearer the time. Further ways to respond to the consultation process are outlined on page 7.

Service changes delivered over the past year through consultation have

included the overhaul of our Exeter City Network to include new links to the LIDL Distribution Centre and improved Sunday services. In Plymouth, more frequent services opened up new links from the city centre to Derriford Hospital via Mutley Plain.

## Expansion in Plymouth

Late in 2017 Stagecoach South West expanded its operations with the winning of the City College contract offering a frequent service from the city centre and rail station to the college. We also standardised our route 1, and improved the frequency to the railway station following customer feedback. In 2018 we won a number of City Council tenders further expanding our network in the city.

## Continued Growth on Falcon

2017 saw us carry our 150,000<sup>th</sup> passenger on our Falcon service since its launch in 2016. Falcon offers 24 hour connections from Plymouth, Exeter, Cullompton, Taunton to Bristol Airport





and Bristol City Centre. In May 2018 we carried our 500,000<sup>th</sup> passenger. Also in May, Falcon won the silver award for the 'Top Express Operation' at the UK Coach Awards.

### Speaking with Stakeholders

One of the main proposals through developing this plan is to increase constructive dialogue with our major stakeholders. This not only informs stakeholders of our route planning process but it will assist us in various ways in the longer term planning,

e.g. working closely on new housing and retail developments. We have a close working relationship with Devon County Council Planning and Highway departments, in conjunction with planning authorities where it provides the opportunity to influence the design of many future developments. Such dialogue should ensure that our services can play an important part in overall transportation arrangements and influence choice in favour of public transport rather than the car.

# Inputs into the 2019 Plan

## Customer and Stakeholder Suggestions

Prior to services being registered, we are actively encouraging customers and stakeholders to contact Stagecoach with suggestions and comments over proposed changes prior to implementation. We welcome feedback at any time and readily encourage our passengers to get in touch via phone, email, or letter and after additional opportunities for feedback at times of change.

## Staff Suggestions

Using our web based company Intranet 'Blink' and our monthly 'Meet the Directors' sessions, we engage with our staff in particular the 1,000 drivers who know our existing network extremely well. This has

provided valuable information on how suggested improvements could be achieved. We also hold regular punctuality meetings with the trade union.

## Network performance

Ongoing review of the service network gives an opportunity to identify any underperforming routes, either operationally or financially. For the former, measures such as peak hour occupancy, average off peak demand and evening demand have been assessed to identify if current capacity matches demand. For some of this latter group, various measures have been identified which should improve their operational performance.



# What happens next?

## Consultation Period

Stagecoach South West welcomes comments on its Route Consultation Plan. If you would like to tell us what you think about any of the proposals contained in it or forward other ideas not currently included please let us know. Local consultation periods will be in line with proposed changes and will be communicated in the relevant areas.

## How to respond

**Email:** [exeter@stagecoachbus.com](mailto:exeter@stagecoachbus.com)

**Letter:** Stagecoach South West,  
Route Consultation Plan,  
Matford Park Depot,  
Matford Park Road,  
Exeter, EX2 8FD.

**Phone:** 01392 42 77 11.

We look forward to hearing from our customers and stakeholders and developing regular dialogue long into the future.

## Conclusions and Implementation Timescale

Once the public consultation phase has been completed, a final decision will be reached by the company on which elements of the plan will progress, and to assess new proposals which arise as a result of feedback received. It is anticipated this will be 10 weeks prior to any proposed date shown in the plan. This leaves

sufficient time to register those service changes which are to proceed with the statutory requirements.

If any part of the plan proves to be particularly controversial, local community meetings will be held to enable relevant feedback to be considered and incorporated wherever possible.

The plan is published for consultation in good faith and the Company will seek to implement only those plans which meet with a broad consensus in the community. In some cases, however, especially where passenger numbers are low it may be necessary to re-balance the network and reallocate resources to areas of growth or greater opportunity. In such cases, the Company will do its utmost to minimise any inconvenience to the public and to work closely with the local authority. Notwithstanding the above it remains the expectation of the Company that the ultimate outcome of the 2019 Route Consultation Plan exercise will be to provide attractive reliable services and to grow passenger numbers for the long term. Although we remain committed to delivering the plan, should there be influences where we may have to make changes at short notice, stakeholders will be informed in a timely manner.

# Consultation proposals for introduction in 2019

## Exeter

Proposed changes from Sunday 26th May 2019  
and Sunday 1st September 2019

### Route 1 Tiverton to Exeter ●

Minor changes to timetable to improve reliability. Introduction of potential earlier morning journey to improve connections.

### Route 2 Exeter to Newton Abbot ●

Minor changes to timetable to improve reliability. Introduction of potential earlier morning journey to improve connections with Hospital and arriving earlier into Exeter City Centre from Dawlish/Teignmouth.

### Route 4 Exeter to Axminster ●

Minor changes to timetable to improve reliability. Increased frequency between Cranbrook and Exeter.

### Route 5,5A, 5B, 5C Exeter to Crediton, Barnstaple, Hatherleigh and Chulmleigh ■

Changes to timetable to improve reliability. Change to route in Exeter so all services operate via West Garth Road (Cowley Bridge) with 5A, 5B providing links to St Davids Station.

### Route 6 Exeter to Okehampton and Bude ●

Changes to timetable to improve reliability by revising the route into Exeter. Possible introduction of a summer/winter timetable to cater for peaks in demand.

- No attention required, low potential for changes
- Requires attention, some changes may be required
- ▲ Needs some level of change
- \* New route



### Route 9/9A Exeter to Sidmouth & Lyme Regis

Changes to timetable to improve reliability. Evaluate diverting Route 9A to serve Beer due to growing population.

### Route X38 Exeter to Plymouth

Changes to timetable to improve reliability. Possible withdrawal of some journeys due to low demand.

### Route 39 Exeter to Newton Abbot

Changes to timetable to improve reliability.

### Route 46 Torquay to Exeter

Incorporated into new route 7/7A, see information under new routes.

### Route 55/155 Barnstaple & Tiverton to Exeter

Minor changes to timetable to improve reliability. Introduction of potential earlier

morning journey to improve connections. New Tiverton outstation opening could mean a reduction in some positional journeys.

### Route 56 Exeter – Exeter Airport - Exmouth

Introduction of Sunday evening journeys to cater for incoming flights. Monitor performance of new service and extension to Hulham, introduced September 2018.

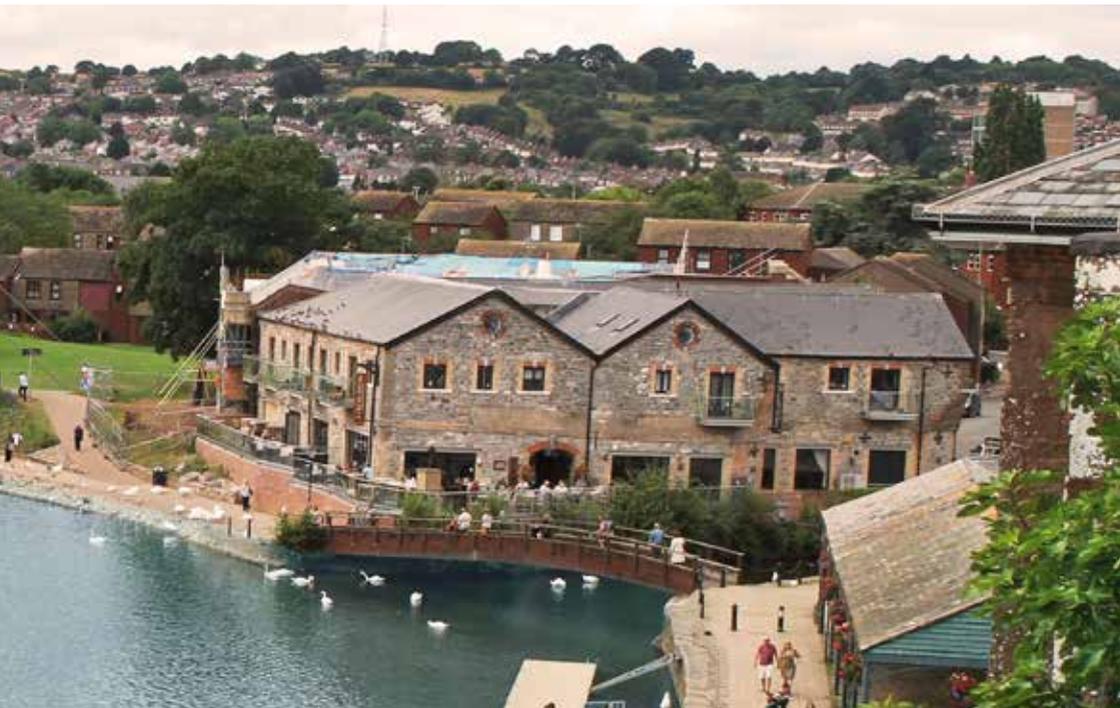
### Route 57 Exeter – Exmouth

Minor changes to timetable to improve reliability.

### Route 58 Exeter – Budleigh Salterton

No changes planned as service is still in development stage. Further details on any potential change will be conducted during summer 2019 in time for the September (winter) schedule change.

In examples where the service detailed is funded or supported by the Local Authority, any changes will be discussed and agreed with them.



# Consultation proposals for introduction in 2019

## Exeter *(continued)*

### Route 98/98A Exmouth to Littleham

No changes planned as service is still in development stage. Further details on any potential change will be conducted during summer 2019 in time for the October (winter) schedule change.

### Route 157/357 Exmouth to Sidmouth and Budleigh Salterton

Minor timetable changes to improve reliability.

### Falcon – Plymouth to Bristol

Minor timetable changes to improve reliability.

### Exeter Red Park and Ride

Minor timetable changes to improve reliability.

### Exeter Green Park and Ride

Minor timetable changes to improve reliability. Feedback is welcomed over proposal to operate the Green Park and Ride limited stop from Sowton to the City Centre.

### Route A – Alphington - Exeter City Centre – Thornpark Rise

Minor timetable changes to improve reliability. Potential frequency reduction in daytime headway from 10-12 minutes. Reduce Sunday services post 6pm to hourly.

### Route B Exminster – Exeter City Centre – Pinhoe

Route B will be revised to operate between Exminster, Marsh Barton and the City Centre (terminating at Union Road). Some journeys extended to Dawlish with housing developer funding.

Proposed changes from Sunday 26th May 2019 and Sunday 1st September 2019

### Route E Exwick – Beacon Heath (Lancelot Road)

Route E will remain on the same route but the frequency will be revised to 15 mins throughout the day.

### Route F1/F2 Exwick to Beacon Heath (Savoy Hill)/Pinhoe

Route F1 will remain on the same current routing but the daytime frequency will change to operate every 30 minutes.

Route F2 will go back to its former terminus at Summerway and operate every 30 mins, to give a combined 15 minute service with Route F1.

### Route H St Davids Station to Digby

Minor timetable changes to improve reliability.

### Routes I/J/K/T – Digby – IKEA – Countess Wear – City Centre – Whipton

No changes planned as service is still in development stage. Further details on any potential change will be conducted during summer 2019 in time for the September (winter) schedule change.

### Route R/S Rifford Road – City Centre Circular

Potential reduction to Sunday services post 6pm in September. This is being discussed with Devon County Council to look at this within the current contract.

- No attention required, low potential for changes
- Requires attention, some changes may be required
- ▲ Needs some level of change
- \* New route

In examples where the service detailed is funded or supported by the Local Authority, any changes will be discussed and agreed with them.

## New Routes New Route L



This proposal is to create a new L service which would operate every 15 mins between Pinhoe, Harrington Lane, Beacon Heath and Prince Charles Road to the City Centre. It is anticipated it would extend every 30 mins to St Thomas and Dunsford Hill to the Crossmead Bus turning circle, providing direct links from Crossmead to Cowick Street. There would also be an evening service along Harrington Lane and would serve EDF Energy as Service B currently does.

Changes to routes B, E, F1/F2 and the introduction of new route L will mean

there will be 12 buses per hour during the day from Beacon Heath Shops into the City Centre and adds much needed capacity over the busiest sections of the corridor serving Pinhoe, Beacon Heath, City Centre and St Thomas.

## New Route 7/7A



New service operating hourly between Exeter, Kingsteignton and Newton Abbot extends to Totnes (7) hourly and Torquay (7A) in the peak periods. This proposal would replace Route 46 between Exeter and Torquay and Route X64 between Exeter and Totnes. The section of Route X64 between Totnes and Dartmouth would be replaced by new Route 92.



If you would like to respond to this document you can get in touch via:

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