



# Route Consultation 2020

The route ahead for bus services in the South West



# Welcome

Welcome to the Route Consultation Plan for 2020 where we set out our plans for the coming year ahead. This document is our second Consultation Plan following the successful launch of the 2019 plan last year.

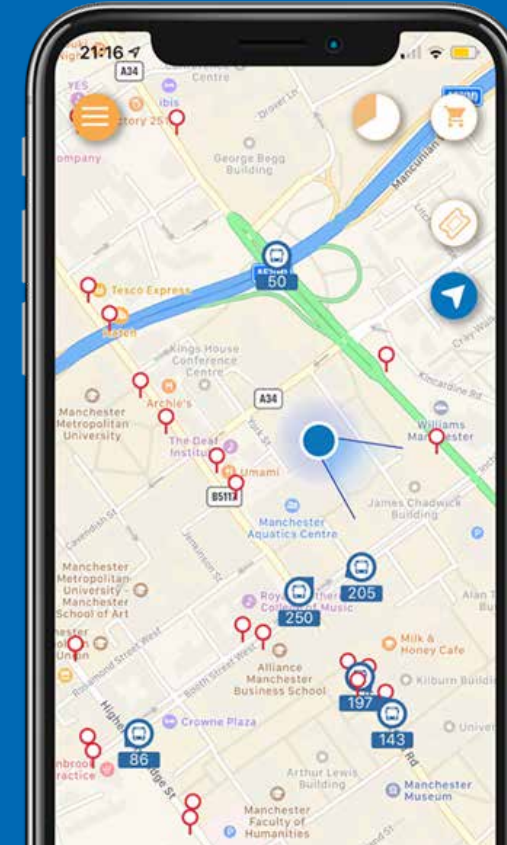
Through this consultation process, we have shown our commitment to work with key stakeholders such as Devon County Council, other main local authorities and employers in order to shape the bus network in a way that encourages modal shift, social inclusion and makes the bus a viable alternative to the private car.

This year we again look forward to allowing stakeholders, employers and members of the general public another opportunity to actively participate in the planning process for all Stagecoach routes in the South West through comments, suggestions and feedback on the proposed changes to the network.



## Updated Stagecoach Bus App

We've made further investments in our tech, making key improvements to our app, so catching the bus is now even easier. The updated version of the app is now live for all IOS users and also a small number of Android users. Getting the bus has never been easier thanks to the Stagecoach Bus App. We've listened to feedback and made lots of improvements.



Latest updates in this new-look app include:

- New menu for easy navigation
- New interactive map to track services
- Clear bus times with expected arrivals
- Simple journey planning - easily search locations, buses and stops



**PLAN**  
YOUR TRIP



**BUY**  
MOBILE TICKETS



**TRACK**  
YOUR BUS

Our key aims remain the same:

- To demonstrate Stagecoach South West's commitment to listening and responding to the needs of our customers
- To reduce the number of route changes to two per year.
- To show Stagecoach South West is a key player in the ongoing development of a sustainable

## This Years Process

We will shortly begin our structured consultation process with key stakeholders which involves all local authorities in the region, Devon NHS Foundation Trust, Great Western Railway, most schools, colleges and universities, passenger groups and other interested parties.

Our Roadshow Teams will be out in the region visiting key areas of our network where they can speak directly to customers on their views and opinions on how our service should look to make them even better. Updates on the proposed dates and locations of these roadshows will be updated on our website [www.stagecoachbus.com/southwest](http://www.stagecoachbus.com/southwest).

Feedback from the Route Consultation Plan of 2019 has helped to introduce earlier journeys on key routes into Exeter (Routes 2 and 57) on a weekday to help cater for early

morning workers. We also introduced a late Sunday service on route 56 to cater for passengers arriving at the airport and for local shift workers at Skypark finishing late in the evening.

In Torquay, we merged together routes 32 and 34 into a circular service that links several areas together including the Torbay Hospital and St Marychurch.

We also launched our initial night bus service on the N21 from Braunton to Bideford via Barnstaple. This was extended following a petition to also service Ilfracombe every 30 minutes until 4am for revelers and workers in the area and was a finalist for "Making Buses a Better Choice" at the 2019 UK Bus Industry Awards. This trial was so successful that it has also been rolled out to routes N12 (Newton Abbot-Torquay-Paignton-Brixham) and N57 (Exmouth- Exeter)



## Speaking with Stakeholders

We work in partnership with major stakeholders such as Devon County Council where we work closely on new housing and retail developments. During 2019, we have seen the extension of Route 2B to serve Dawlish taking in new housing and in Plymouth, services were rerouted to take in the new Sherford housing development as it starts to emerge.

# Inputs into the 2020 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 Intranet 'Blink' and regular updates from Directors 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 at each depot.

## 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.

Twitter: @stagecoachsw

We look forward to hearing from all 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 access 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 2020 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.

## Engagement in the Local Community

Stagecoach South West supported several local charities and good causes during 2019.

In Plymouth, we were the Presenting Partner for the Elmers Big Parade which raised funds of over £350k for St Lukes Hospice.

Many of the Elmer elephants along the trail were on or near bus routes, and thousands of visitors and residents were encouraged to follow the trail by walking, cycling and using public transport to see them.

The free, family-friendly event was a collaboration between St Luke's Hospice Plymouth, Wild in Art and

Andersen Press and attracted 250 thousand visitors to Plymouth and surroundings, as well as encouraging local people to get outside to discover new areas as they find each Elmer.

We were thrilled to be Presenting Partner of the Elmer Trail and support



such a wonderful charity, it was fantastic to see so much excitement about the trail and we were delighted to participate in such a fantastic and worthwhile fundraising campaign.

Following the success of Ilfracombe carnival in August, where Stagecoach South West won third place for their carnival display, the roadshow team took part in the Barnstaple, Dawlish and Teignmouth Carnivals. We were delighted to finished second at the Dawlish Carnival in the "Best Float" competition.

Our team loves getting involved in these community occasions, and meeting local people to hand out giveaways and timetables and entering into the fun carnival spirit, with everyone's family favourite mascot, Gary the Rabbit!

We also supported the Young Master Chef Competition where the winner



received a free annual ticket. The final took place at the Exeter Food Festival where they were judged by well known chef Michael Caine.

We were the transport partner of this year's Exeter Festival, where we offered festival goers a range of convenient and affordable travel options to get to and from the event. In addition to our usual ticket range, we offered an exclusive travel deal for our Exeter Park and Ride service. The ticket allowed any group of five





people to travel on the Park and Ride for just £5. The five for a fiver ticket was available between 6th and 7th July, across all three Park and Ride sites. This was designed to encourage the use of out of town parking to limit congestion across the city centre.

Stagecoach South West once again sponsored Sci-Fi day, as part of Children's Week in Torbay. The day showcases an impressive range of cars and costumes from popular films. We brought along one of our buses and the family-favourite mascot, Gary the Rabbit, to give out goodies for visitors.

Stagecoach's association goes far

beyond sponsorship, with employee and Sci-Fi enthusiast, Dave Hall dedicating much of his spare time to the event's organisation. This fantastic free family event held on Paignton Green celebrated it's 20th year this year.

In 2019 we were the official Travel Partner for Exeter's Christmas lights switch-on. 'Five Nights of Lights' marked the start of the Christmas countdown for shoppers and the unveiling of the Stagecoach Santa bus.

Family-friendly festivities started in Exeter on Wednesday 13 November and ran through to Sunday 17th November. Visitors also had the chance to hop-on board the Stagecoach South West



Santa bus and meet family favourite mascot, Gary the Rabbit, who gave out festive goodies.

The Santa Bus then took to the road visiting schools and charities across the South West to spread the Christmas spirit.

On top of this, we do support other smaller local charities and through providing tickets for raffles and sponsorship for some events.



# Proposed Service Changes for South West 2020

## Barnstaple from 24th May 2020

**Route 6/6A Bude • Okehampton • Exeter** Potential to curtail some journeys at Okehampton. Working with Devon County Council on finalised proposals.

**Route 19 North Devon District Hospital • Roundswell** Review of the timetable to improve reliability. Earlier and later journeys to cater for workers going to and from North Devon District Hospital

**Route 21 Ilfracombe • Barnstaple • Bideford** New timetable to offer reliability improvements. Reinstatement of evening journeys on a Sunday to half hourly on route 21 for the summer months. Housekeeping on Saturday and Sunday mornings.

Review of tendered routes in association with Devon county Council to ensure punctuality of these routes is maintained.

From **Sunday 20th September 2020**

**Route 21** Sunday evening services reduced for winter period



## Plymouth from 24th May 2020

**Route 1 Tavistock • Plymouth** Reliability improvements review.

**Route 2/2A Saltash • Mount Batten** Review of route in Plymstock and Mount Batten.

**Route X38 Exeter • Plymouth** Journeys to and from Exeter potentially to be curtailed at Ivybridge with connection on Gold to Plymouth.

**Route 200 Coypool P&R • Plymouth** Review of the timetable to improve reliability

**Route 100/101 George P&R • Plymouth** Potential for all journeys to serve Mutley plain

**Route Falcon Plymouth • Bristol** Reliability improvements following review. Potential for improved connections for customers at the Skypark in Exeter.

A second change on **6th September** as schools return after the Summer Break. Small scale changes relate to house keeping and reliability improvements.



## Proposed Service Changes for South West 2020

### **Torbay** from 5th April 2020

#### **Route 7/7A Exeter • Newton Abbot**

Review of the timetable to improve reliability

#### **Route 12 Newton Abbot • Torquay • Paignton • Brixham**

Review of timings to improve reliability. Sunday 20 minute headway reintroduced over summer months. Earlier trips on a Sunday to be introduced to cater for Hospital workers.

#### **Route 23 Paignton • South Devon College**

Review of the timetable to improve reliability

#### **Route 31 Torquay • Barton**

Converted to double deck for the Summer months.

#### **Route 35A/35C 'Torquay Loop'**

**Harbourside • St.Marychurch • The Willows • Torbay Hospital • Shiphay**  
Later journeys serving St Marychurch on Friday and Saturday night following success of route N12.

#### **Route 39 Newton Abbot • Exeter**

Review of the timetable to improve reliability. Sunday Service diverted to serve Haldon Forest from Easter and discussion about serving race course on race days.

#### **Route 22 St Marychurch • Dawlish Warren**

Review of the timetable to improve reliability.

#### **Route 122**

Starts for season week commencing 5th April.

From **Sunday 20th September 2020**

#### **Route 13 Kingsteignton • Newton Abbot • The Willows • Paignton • Brixham**

Proposal to curtail journeys at The Willows. Working with Devon County Council on finalised proposals. Current links covered by other services, such as Newton Abbot and Torquay are served by Route 12 and Dartline 174.

#### **Route 18A Brixham • Kingswear**

Service withdrawn. Working with Torbay Council over finalised proposals. Summercombe is served by Country Bus Route 15..

#### **Route 122**

Finishes for season on 19th September.

#### **Route 88/88A Newton Abbot • Totnes**

Review of the timetable to improve reliability.

#### **Fox Paignton • Foxhole**

Review of the timetable to improve reliability

#### **Gold Torquay • Plymouth**

Review of the timetable to improve reliability.

#### **Route 12 Newton Abbot • Torquay • Paignton • Brixham**

Sunday evening frequency reduced to every 30 minutes from 6pm over the Winter.





## Proposed Service Changes for South West 2020

### Exeter From Sunday 24th May 2020

School holiday timetable to possibly be introduced on A,B,D, E, F1/F2, H, I, J, K, T, L, R, S to improve journey times pre 10am due to lower traffic volumes in school holidays.

Earlier journeys to cater for workers at LIDL distribution, airport, rail station and upcoming Amazon Distribution Centre will be introduced.

**Route 1 Exeter • Tiverton** Review of timetable to improve reliability.

**Route 2 Exeter • Newton Abbot**

Review of timetable to improve reliability. Potential of late journeys on a Saturday night. Potential improvement of Sunday frequency to half hourly over Summer months.

**Route 4 Exeter • Cranbrook** Review of timetable to improve reliability.

**Route 5/5A/5B/5C Exeter • Crediton** Review of timetable to improve reliability.

**Route 6 Exeter • Okehampton • Bude** Potential to curtail some journeys at Okehampton. Working with Devon County Council on finalised proposals.

**Route 7/7A Exeter • Newton Abbot** Review of the timetable to improve reliability.

**Route 9 Exeter • Sidmouth** Review of the timetable to improve reliability.

**Route X38 Exeter • Plymouth** Journeys to and from Exeter to potentially be curtailed at Ivybridge with connection on Gold to Plymouth.

**Route 39 Newton Abbot • Exeter**

Review of the timetable to improve reliability. Sunday Service diverted to serve Haldon Forest from Easter and discussion about serving race course on race days.

**Route 55 Exeter • Tiverton** Renumber 3,3A,3B,3C. Review of the timetable to improve reliability.

**Route 56 Exeter • Airport • Exmouth** Review of the timetable to improve reliability. Consideration of earlier journeys to airport.

**Route 57/N57 Exeter • Exmouth** Review of the timetable to improve reliability.

**Route 58/58C/257** Review of the timetable to improve reliability.

**Service 222 Dawlish Warren •**

**Teignmouth** Reintroduced for the Summer Season from week commencing 5 April until 19 September.

**Red P&R Honiton Road • Exeter** Review of timetable to improve reliability.

**Green P&R Sowton P&R • Exeter City Centre • Matford P&R** Review of the timetable to improve reliability.

**Route A Alphington • Exeter • Thornpark Rise** Review of the timetable to improve reliability. Re-establish a 10min frequency during the day on Monday to Fridays.

**Route B Stoke Hill • Exeter • Dawlish**

Review of the timetable to improve reliability and terminate at Exeter Bus station. Union Road to be covered by the F1. Route L to cover Pinhoe to Exeter section.

**Route D University • Digby**

Consultation to split route D. Main section to operate every 15 minutes between St Lukes and the University. Quarry park Road and Pynes Hill to be covered by potential new service H2 (see below).

**Route E/F1/F2 Exwick- Exeter- Savoy**

**Hill** Review of route in Exwick and Savoy Hill. Potential frequency reduction. Services E/F to become E1/E2, and splitting of route - operating as a circular between South Street and Exwick E1 via Redhills and E2 via Farm Hill every 20 minutes each way round. F1 will operate from Sidwell Street to Union Road, Prince Charles Road, Lancelot Road and savoy Hill. F2 will operate it's normal route to Summerway from Sidwell Street both every 20 minutes.

**Route H St David's • Hospital • Digby**

The service will operate every 15 mins from St David's to RDE then every 30

mins to Digby, hourly via Broadfields and hourly via Pynes Hill.

**Route I/J/K Monkerton • Digby • Exeter • Countess Wear • Topsham**

Review of the timetable to improve reliability. Service I/J increased to 15 minutes daytime. Service K will be revised to operate between Sidwell Street and Tithebarn Green/ Science Park every 20 minutes Route to operate along Pinhoe Road. Whipton Barton will be served by I/J.

**Route L Pinhoe • Exeter • Crossmead**

Review of the timetable to improve reliability. Option to be considered to operate between South Street and Pinhoe every 20 mins. Withdrawn from EDF Energy site (still served by Red P&R, 4 and 56) as is the extension to Crossmead (still served by P).

**Route R/S Exeter • Rifford Road**

Review of timetable to improve reliability.

A second change on **20th September** as schools return after the Summer Break.

Small scale changes relate to house keeping and reliability improvements.



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

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

Phone: 01392 42 77 11.

**Finally! You may see a  
change in our appearance  
in the coming year, more  
to follow!**

