

Devon Local Transport Plan 2006-2011 – Panel Hearings

Bus Users UK (formerly the National Federation of Bus Users) – Joe Lynch

Issues / Concerns

- Buggies no longer get folded up so pensioners complain as all space is taken with push chairs.
- Demand management most effective variable but least politically accepted.
- Bus passenger surgeries carried out in Exeter found that the major issues amongst users were Reliability, Frequency & Need for Low floor vehicles. Cost was within the top 10 but not amongst highest ranking.
- Length of bus lane produced is irrelevant if don't produce timetable improvements.

Recommendations

- Proper consideration must be taken of cross boundary issues.
- Public transport must be placed at the heart of new development.
- Decriminalised parking enforcement is critical – This will have real effects on the way buses can operate.
- It is frequently found that the basic measures are neglected such as bus stop flags and hard standing.
- Bus priority measures are critical to improving reliability & frequency.
- Real time passenger information no not yet proven to have any real benefits in terms of increasing patronage.
- Traveline, SMS texting – all have more potential. Traveline hasn't currently fulfilled its potential.
- Must as a priority however get the basics right – paper timetables, polite drivers.
- Concessionary fares – Wales is free, has wider social benefits. Should look at amending our scheme. Suggests a regional scheme rather than just a Devon Scheme.
- Issues informing bus companies about maintenance districts must work together.
- The Plus bus initiative has a basic problem in that people aren't aware of it.
- LTP must have a Bus Communication Strategy (get basics right).

Number one priority

- Demand Restraint & Bus Priority.