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Dear Mr. van der Wardt,

### Cornwall Bus travel survey

I am responding on behalf of the regional branch of my national membership organisation to those parts of the survey to which, with our specific interest, we feel that we can most usefully contribute while noting that the survey is only constructed for individual responses.

Railfuture is Britain's leading and longest-established, independent national voluntary organisation campaigning for a better railway across a bigger network for passenger and freight users, to support sustainable economic growth, environmental improvement and better-connected communities. For us 'better-connected communities' has to include communities connected by bus services with their nearest / most convenient rail-head.

We seek to influence policy and decision makers at local, regional and national levels to implement pro-rail policies in transport and development planning.

1. *Have you used the bus in Cornwall in the past 12 months?*

Yes, most of our four dozen regional branch members have.

2. *How would you describe the place where you live?*

Our regional branch members live in all four place types – cities, towns, villages, hamlets.

3. *Please specify town here*

Bude, Launceston in particular

4. *What types of journeys do you make by bus in Cornwall?*

Our regional branch members undertake between them all five of the listed journey types – within a town or city, to a town / city from a village, from one town or city to another, from village to village, and some on a Park & Ride service.

5. *How often do you use a bus in Cornwall?*

Our regional branch members will between them use buses with all six variables of frequency – 5 or more days a week, 2-4 days a week, once a week, fortnight, month, and some less often.

6. *What do you use the bus for?*

Our regional branch members will use the bus mostly for Shopping, Health appointments, and Social / Leisure, with only a few for Work or Education.

7. *To what extent do you agree with the following statements about the bus service/s that you use in Cornwall? Where 1 is strongly disagree and 5 is strongly agree*

Our regional branch members will between them give a variety of responses to the seven statements - There is usually a bus at the right time for when I want to travel, There are enough journeys during the day, The first journey is early enough in the morning, The last journey is late enough in the evening, Buses usually arrive on time, Buses usually get me to where I need to be on time, Buses are safe and comfortable.

8. *How would you rate the quality of bus stops that you use in Cornwall? (for those who answered Yes to Q1) Where 1 = very low quality and 5 = very high quality*

Our regional branch members will between them have various ratings not least because the stops themselves can vary in quality.

9. *Which of the following features are most important to you at a bus stop? Select the top three (for those who answered Yes to Q1)*

Our regional branch members will between them probably select Live bus time displays, Shelter, Seating.

10. *What are the main reasons for choosing to travel by bus? Select the top three (for those who answered Yes to Q1)*

Our regional branch members will between them probably select I don't have to worry about finding a parking space at my destination, I don't want to drive or don't have a licence, I don't have to pay for parking at my destination.

11. *What would most improve your bus journeys? Select the top three (for those who answered Yes to Q1)*

Our regional branch members will between them probably select Better information (e.g. Live bus time displays at bus stops / on an app), More frequent services, More reliable (turning up on time).

12. *What are the most important features of a high-quality bus network for you? Select the top three (for those who answered Yes to Q1)*

Our regional branch members will between them probably select Value & Ticketing, Reliability & Punctuality, Coverage & Connectivity.

**For the following please select the options that are the most important for you (for those who answered Yes to Q1)**

13. *Reliability & Punctuality (Select two)*

Our regional branch members will between them probably select Services where timetables don't change very often, Buses that always turn up (even if a bit late).

14. *Network & Connectivity (Select three)*

Our regional branch members will between them probably select Services that run 7 days per week, Services that run all day from early morning to late evening, Buses that connect with other services for onward travel.

15. *Information (Select three)*

Our regional branch members will between them probably select Information about all bus services on one website / app, Ability to track live bus locations on an app, Live bus time displays at bus stops.

16. *Fares & Tickets (Select two)*

Our regional branch members will between them probably select One ticket usable on any bus service, Ability to buy my bus ticket on an app.

17. *Waiting Facilities (Select two)*

Our regional branch members will between them probably select Shelter at bus stops, Seating at bus stops.

18. *Buses (Select two)*

Our regional branch members will between them probably select Next stop displays / announcements on bus, Comfortable seating on buses.

19. *Safety & Security (Select two)*

Our regional branch members will between them probably select Lighting at bus stops, CCTV at bus stations.

20. *Do you have any other suggestions about how to improve bus services in Cornwall? If your comments refer to a specific bus service/s or route/s please specify. (Maximum 250 words)*

Our regional branch members will between them without doubt prioritise connections with rail-heads, whether within Cornwall or Devon. In particular, route 6 between Bude and Okehampton, and route 306 between Launceston and Okehampton.

# Route 6 – a 2-hourly rather than 3-hourly Monday-Saturday service would improve bus-rail connectivity and offer one extra service within the current operational day. A 3-hourly rather than 4-hourly Sunday service would also improve bus-rail connectivity and offer one extra service within an expanded operational day, and may therefore be most appropriate during a February half-term to October half-term season to support the county's visitor economy.

# Route 306 – an improved Monday-Saturday timetable to offer one extra service, and a new Sunday service which at least initially may be most appropriate during a February half-term to October half-term season to support the county's visitor economy.

**Alternatively:**

4. *What types of transport do you use in Cornwall? (for the few who answered No to Q1)*

These few regional branch members between them use Walk, Own bike, Train, Motorbike / moped, Car / van as driver, Car / van as passenger, Taxi / private hire, and Mobility scooter.

5. *What types of journeys do you make in Cornwall? (for the few who answered No to Q1)*

These few regional branch members between them travel mostly for Shopping, Health appointments, and Social / Leisure, with only a few for Work or Education.

6. *Which of the following features are most important to you at a bus stop? Select the top three (for the few who answered No to Q1)*

These few regional branch members between them probably select Live bus time displays, Shelter, Seating.

7. *What would encourage you to consider using the bus to make any of your journeys?*

*Select the top three (for the few who answered No to Q1)*

These few regional branch members between them probably select Better connections to rail stations, More frequent buses, Better information (e.g. Live bus time displays at bus stops / on an app).

**For the following please select the options that are the most important features of a high quality bus network to you?**  
(for the few who answered No to Q1)

**8. Reliability & Punctuality (Select two)**

Buses, that usually run on time, Buses that always turn up (even if a bit late).

**9. Network & Connectivity (Select three)**

Services that run all day from early morning to late evening, Buses that connect with other services for onward travel, Services that run 7 days per week.

**10. Information (Select three)**

Live bus time displays at bus stops, Ability to track live bus locations on an app, Information about all bus services on one website / app.

**11. Fares & Tickets (Select two)**

One ticket usable on any bus service, Value for money fares.

**12. Buses (Select two)**

Comfortable seating on buses, Next stop displays / announcements on bus.

**13. Waiting Facilities (Select two)**

Shelter at bus stops, Seating at bus stops.

**14. Safety & Security (Select two)**

Lighting at bus stops, CCTV at bus stations.

**15. Do you have any other suggestions about how to improve bus services in Cornwall? If your comments refer to a specific bus service/s or route/s please specify. (Maximum 250 words)**

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## About you

Not answered, as personal to each individual member.

Yours faithfully,

Tim Steer  
Chair, Railfuture Devon & Cornwall regional branch

Roger Blake  
Acting Convener, Northern Devon Railway Development Alliance  
Infrastructure & Networks Director, Railfuture national Board

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