

Transport Co-ordination Service
County Hall, Topsham Road
Exeter EX2 4QD

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13th July 2021

Dear Stakeholder,

In March, the government announced a new National Bus Strategy - [Bus back better - GOV.UK \(www.gov.uk\)](https://www.gov.uk). Alongside the delivery of this strategy, Devon County Council have committed to working with our local bus operators to form an Enhanced Partnership by April 2022, and to writing a joint Bus Service Improvement Plan by October 2021.

Following the publishing of the Bus Service Improvement Plan in October we will launch a full public consultation. However, prior to this as an initial step, and to help us truly understand the current views on the bus network and its contribution to the overall transport network in Devon, we are contacting key stakeholders so gather some feedback. You/your organisation has been identified as a key stakeholder to this process, and we would be grateful if you could take a few moments to answer the questions below.

Thank you in advance for your consideration – please can you input your answers via our online survey using this link: <https://www.surveymonkey.co.uk/r/NYQBJCS>

If this is not possible please complete this word document (writing in the boxes) and email to: devonbus@devon.gov.uk, or post to: Integrated Public Transport Team, Transport Coordination Service, Devon County Council, County Hall Exeter EX2 4QD.

Thank you in advance for your consideration - survey responses should be submitted by Sunday 15th August at 5pm.

Your Name

Organisation you represent

Question 1

What do you see as biggest barrier to bus travel in Devon at the moment?

Question 2

What areas would you see as a priority for the Bus Services Improvement Plan in Devon from the following list (please rank in order of importance from 1-7):

Area	Please rank 1 – 7 (with 1 being the most important)
Cheaper fares	
Extend the bus network to include more places	
Increase frequency of services (eg weekly to daily, twice a day to hourly)	
Expand services into evenings and weekends	
Bus information that is easier to understand and consistent across bus operators	
Improved integration with other modes – rail, cycling, park & ride etc	
Buses that are easier to use – common branding across operators, simpler fares and ticketing, availability of electronic information - online or a Smart Phone App.	

Question 3

Please add any comments/ other areas for improvement you would like to be considered when we write our Bus Service Improvement Plan:

Thank you for your valuable input. You can keep up to date with developments on the National Bus Strategy work in Devon by visiting our website: [National Bus Strategy - Devon's Response - Travel Devon](#)

Kind regards,

Damien Jones
Head of the Transport Coordination Service
Devon County Council