

STRATEGIC SCRUTINY COMMITTEE

Date: Thursday 2 April 2026

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting.

If you have an enquiry regarding any items on this agenda, please contact Liz Smith, Democratic Services Officer (Committees) on 01392 265425.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Membership -

Pole (Chair), Mitchell, K (Deputy Chair), Atkinson, Haigh, Harding, Miller-Boam, Moore, Payne, Rolstone, Wetenhall and Williams, M

Agenda

- 7 **Performance and Service Provided to Customers and Stakeholders of Stagecoach South West in Exeter** (Pages 3 - 4)

To receive evidence from bus service user groups.

Supplementary information may become available if received from the user groups, prior to the meeting.

Date of Next Meeting

The next scheduled meeting of the Strategic Scrutiny Committee will be held on **Thursday 4 June 2026** at 5.30 pm in the Civic Centre.

Individual reports on this agenda can be produced in other formats on request to Democratic Services on 01392 265425.

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Exeter City Council Strategic Scrutiny Committee

Issue to be considered by Strategic Scrutiny Committee: **Performance and Service Provided to Customers and Stakeholders of Stagecoach South West in Exeter.**

Organisation providing evidence: Exeter and District Bus Users' Group

Officer providing evidence:

Date: 30th March 2026

Issues faced with bus service in the city	<ol style="list-style-type: none">1. Delays due to traffic congestion, road works and on-street parking2. Cancellations due to driver shortage/reliance on overtime3. Long dwell times at bus stops due to bus design (single door only) and the need for each passenger to have a transaction with the driver4. Increasing age of Exeter bus fleet; discomfort, pollution, noise5. Increasing competition for space on buses (especially double-deckers which have less space on lower deck) for wheelchairs, buggies and people with mobility problems6. Ongoing problems with city centre "super stops"; some RTI displays out of action
Potential solutions	<ol style="list-style-type: none">1. More bus lanes/ gates, parking restrictions/reduced no. of spaces on/off street, enforcement2. Better pay and conditions, training, recruitment drive3. Introduction of dual-door buses, more off-bus ticketing/smartcard readers4. Arrival of new electric buses, due soon5. Bus designers to resolve with pressure from operators6. Operators and DCC to resolve layout of stops/shelters and improve RTI provision

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