

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