Devon County Council's Enhanced Partnership Plan and Scheme, version 5, November 2022.

Comments from Transition Tavistock Travel Action Group:

A meeting of this group took place on 30 November 2022, at which we reviewed key elements of Devon County Council's Bus Service Improvement Plan. We welcomed the overall intentions of the Plan, and the prospective Enhanced Partnership with bus operators. Whilst clearly it would have been preferable for DCC's bid for Government funding to have been agreed in full, to deliver greater improvements to bus services in Devon, we look forward to the possibilities now set out, and hope to be involved in the proposed Bus Users and Stakeholders (BUS) Group *(or Forum as it is described in the minutes of the Enhanced Partnership Board Meeting of 3 November 2022).*

As indicated above, the key objectives described in section 3 are supported. Having discussed these, we wished to give particular emphasis to the following bullet points:

* **New ticketing products, for example a Devon Day Ticket.**

However, given Tavistock's geographical location, we draw attention to the fact that many desired journeys would be to destinations in Plymouth or Cornwall. The implications of this require further consideration, in order not to disadvantage Tavistock and district residents in comparison with those who live elsewhere in the county.

* **Fare promotions to encourage people to try the bus;**

  and later: **Promotional activity to non-users and tourists.**

Given the cost of living crisis, we felt that actions such as these would be seen as very positive by the target audiences. We are aware of the twice-daily Dartmoor Explorer, which runs from Tavistock to Exeter across the moor, and would hope to see a more frequent service in the tourist season.

* **Upgrading bus stations**.

The waiting room at Tavistock bus station (which we understand is the responsibility of West Devon BC) has been closed for some considerable time, meaning that passengers can only avail themselves of outdoor seating. In addition, the Real Time Passenger Information display has been out-of-action, which is of no help to bus users.

* **Strengthening links with active travel opportunities.**

Transition Tavistock is working towards a sustainable future for Tavistock and district. Its Travel Action Group has been in existence for several years, and meets regularly to discuss and promote ways of getting to/from and around the Tavistock area that are better for people and the planet. Naturally this includes buses, as well as walking, cycling, and trains. Hence we consider ourselves an appropriate local partner for the proposed BUS Group.

*** Review of bus stops across the county, and standardize provision.**

In our area we see a variety of bus stop styles and locations. We believe a single style would help give prominence to bus availability, and a member of the group mentioned that on a recent visit to Dorset he had been impressed by the clarity of their bright green bus stop signs, combined with good timetable information displayed at eye level.

We also wish to express our support for the measures set out in section 8, Outcomes and Interventions to Improve Local Bus Services, with paragraph 8.2 being particularly important in our opinion.