

Bus Reliability and Cancellations

The Stratford-upon-Avon Town Transport Group (TTG) has been contacted by several about the poor reliability of buses in the last few weeks, and the lack of information, or incorrect information about services.

Bus Cancellations

The following is a snapshot of cancellations reported to TTG over a week:

Date	Route No.	Route	Number of Cancellations
16 December	#76	Stratford - Banbury	2
	#28	Stratford - Evesham	4
	#3	Stratford – Lower Quinton	4
	#20	Stratford - Solihull	1
17 December	#19	Stratford Town Service	8
	#2A/#1A	Stratford – Moreton in the Marsh	2
	#76	Stratford - Banbury	1
21 December	#28	Stratford - Evesham	5
	#15	Stratford - Wellesbourne	2
23 December	#19	Stratford - Redditch	2
	#19	Stratford Town	8
	#3	Stratford – Lower Quinton	2

8 December, Park & Ride passengers were apparently waiting over an hour for a bus to turn up which should have been on a 15 minute frequency.

The Birmingham to Stratford service requires a change at Shirley or Solihull. A volunteer travelling home from Birmingham was left stranded at Shirley, and had to hire a taxi to get to Stratford.

Communicating Cancellations & Delays.

It has been noted that in many locations, such as most of Oxfordshire and main bus stops in Worcester, have real time information screens, so that passengers can at least be informed if a bus is not to run. There is nothing like that in Stratford.

Route Re-numbering, and bus stop information.

It is reported that:

Since the route changes in August, when Stagecoach took over, bus stops outside McDonalds and Oxfam show that the X20 stops there when it doesn't, and those outside NatWest Bank and M&S do not show the X20 stops there when it does! The bus stop map on WCC website also confusingly does not differentiate between buses stopping on either side of the road!

Similarly, the Stratford - Evesham service has been renumbered from X18 to 28, so all the bus stops en-route display the wrong number.

There are no timetables or bus stops at Wood St or M & S for the Stagecoach 77, Leamington service.

Enhanced Partnership

It is noted that “The first activity of the Enhanced Partnership will be a multi-channel marketing campaign set to launch in 2023 promoting the benefits of bus travel to residents.

Alongside this marketing campaign will be promotion of the Department for Transport’s £2 single adult fare cap pilot which will be running between January and March 2023.”

It would seem that if the ambition to increase bus ridership is real, then the above issues need to be addressed to give potential passengers confidence to travel by bus. Whose action is it to resolve these issues?