

**To receive an update on Stagecoach service number 2 and
consider any actions**

Report to: Saltash Town Council

Date of Report: 02/04/2026

Cllr Writing the Report: Councillor Jane Suter

Recommendations : To note this draft report. Any changes to be considered at Full Town Council before this note is shared with the Managing Director South West of Stagecoach.

Report Summary

The Council had noted the deterioration in the reliability of Stagecoach Service Number 2 at the start of the current academic year. The Town Clerk summarised a number of the issues in a letter sent to Peter Knight, Managing Director South West of Stagecoach in October 2025.

The local MP Anna Gelderd organised a roundtable meeting on 13th February of stakeholders across South East Cornwall on Connectivity, which included the necessity of reliable public transport, where Cllr Brian Stoyel and Cllr Jane Suter represented Saltash Town Council, with Peter Knight also attending. Cllr Stoyel and Suter raised the issues with the Number 2 service and these were briefly discussed.

At the end of the roundtable meeting Peter Knight was asked if he could meet with a wider group of Saltash Town Councillors so that we could discuss the issues with the Number 2 service in more detail. This meeting took place on 30th March. The issues discussed were

- The unreliability of the Number 2 service,
- The bunching of buses – with two or more Number 2 buses arriving at the same time after long delays between buses
- The information provided on the electronic displays not being accurate

- The route changes resulting in only one route around Saltash (as opposed to buses running alternatively clockwise and anti-clockwise around the route after leaving Fore St)

Unreliability

Peter Knight acknowledged the Number 2 service had been challenging, particularly at the start of the current academic year. Stagecoach had taken action to improve the reliability, and the meeting agreed that it had improved since the start of 2026.

The maintenance of vehicles was raised, and whether the condition of buses had impacted on reliability. Peter acknowledged that the condition of buses had not been helpful, and asked that Stagecoach be informed of any buses that appeared to require maintenance.

Bunching

The bunching of buses resulted from heavy traffic conditions in other parts of the Number 2 route, as well as when the Tamar Bridge is busy. Stagecoach were amending the timetable, so that there is a consistent 20 minutes between buses throughout the day, which Peter considered might improve the bunching.

Electronic Display

The electronic display information should improve with changes being made, so that live tracking is used more consistently. Where there is a time of the next bus (eg 10.15) this is not being tracked, it is merely the next scheduled bus. Where there is a reference to the number of minutes until the next bus (e.g. 2 minutes) this is a live tracker and should be reliable.

Peter was thanked for his attendance and now that direct contact and a relationship has been established with the Managing Director South West it is hoped that the communication between Saltash Town Council and Stagecoach will continue to strengthen.

Route Changes

The changes made to the route were a commercial decision as savings had to be made. The reduction in the number of buses, and therefore the lengthening of times between buses, had made the alternate routing difficult to timetable. Stagecoach had considered that inconsistent timing throughout the day would have been too complex for passengers. This argument was not considered helpful – and has resulted in

some passengers having to catch two buses, with a change at Fore Street, to travel around the town.

To note this draft report. Any changes to be considered at Full Town Council before this note is shared with the Managing Director South West of Stagecoach.

Councillor Jane Suter