

## **To receive a report from Saltash Red Bus and consider any actions and associated expenditure**

**Report to:** Full Town Council

**Date of Report:** 29.05.26

**Officer Writing the Report:** Town Clerk / RFO

**Purpose of the report:** To update Members on the latest information received regarding the Saltash Red Bus 450 Service.

### **Officer's Recommendations**

Members are asked to consider a request from Saltash Red Bus to support a day or part of a day to make the service more available to Saltash residents.

### **Report Summary**

Saltash Red Bus have operated, route 450, Monday to Friday for the past three years in conjunction with Cornwall Council.

Unfortunately due to funding cuts Cornwall Council is only prepared to fund the service for one day a week in future.

The service operates at present for five days a week between 09.20 hrs and 14.45 hrs and costs £181 per day to operate

The service covers:

- The Railway station
- Fore St
- The Waterside
- China Fleet
- The Leisure Centre
- Grenfell Ave
- Latchbrook
- Lidl
- Waitrose
- Tamar View Garden centre

Before they reduce the service to one day a week they are writing to ask if the Town Council would consider supporting a day or part of a day to make it a more available service to Saltash residents.

They will still run three weekly services from Cargreen, St Dominic and Menheniot to Tamar View , Carkeel (Waitrose,Lidl etc) and Fore Street.

Saltash Red Bus wished to thank Members for taking their time to consider their request.

#### Q&A Section:

**Q.** On which day(s) of the week will the service continue to be funded by Cornwall Council, and what will the route and timetable look like?

**A.** The choice is ours and we are going for Thursday as it is the most popular

**Q.** what are the fares for passengers (single and return)?

**A.** because Cornwall will sponsor that day concessions are accepted from those who have a concession card

**Q.** what is the daily cost for Red Bus to operate the service?

**A.** It is costing £181 per day which is Labour £120, vehicle running cost £48 and Overheads, insurances, training, office etc £33

**Q.** what areas will the one service a week cover?

**A.** we will keep to the same route initially because any route change needs to be approved by Cornwall Council and then applied for at the Office of the Traffic Commissioner which is based in Leeds, This requires 28 days' notice.

We have discussed shortening the route but when we ask about what to cut out nobody wants to be left out.

**Q.** what are the shop's operational hours, and what administration or marketing resources are available to support its operation?

**A.** our shop is open Monday, Wednesday and Friday from 10.30 - 14.30 which we believe to be adequate as most of the trips and community bus services we promote usually operate at around 85% capacity. Anything involving Cornwall Council is available on to TFC web pages and timetables, anything else we can advertise on Facebook etc. We regularly have people walking into the shop asking for the town bus timetable, most days we have 3 -4 requests for timetables.

**Q.** does Red Bus work in partnership with other organisations to help support the running of the service, i.e. Plymouth Boat Trips, Regatta, May Fair?

**A.** Red Bus has always talked to anyone who will talk to us, we operate a blank sheet of paper policy where we listen to any and every request and see if we can assist. Sometimes we have paired up two or three similar requests to make one viable solution, that's how we now have six specialised wheelchair vehicles which can cope with young children and bariatric wheelchair users.

Plymouth Boat Trips has never approached us , Mayfair has on previous years and so has the Regatta albeit we haven't heard from the Regatta this year.

**Q.** would you be willing to prepare a short report for Saltash Town Council outlining the service and the challenges currently faced?

**A.** We can report on any specific item you wish or we can come and talk to you.

On this occasion we are concerned whether to continue with the 450 on more than one day a week. In the last week we have had two gents walk in to the shop from opposite Jubilee Green, one with a disability and one retired gent both stating how much they rely on the 450 to access Fore St.

There's been several Saltash residents in recent weeks saying that they are recently bereaved or have had to give up their driving licences and again saying it's a very valuable service to them if they are not on the Stagecoach No 2 route.

We know from our drivers and PAs who live outside of Saltash in Cornwall how much other towns would like to have a similar community bus service which is why we now operate at Menheniot, Landulph, Cargreen and St Dominic.

We even get asked if we could service some Plymouth districts and Plymouth clubs like The Arts Society of Plymouth & South Devon who contacted us today.

But we are Saltash based and want to help our community, hence the initial contact to you.

**Signature of Officer:**

Town Clerk / RFO