

### Appendix 3: Bus Survey Data

What is your postcode?	Do you or family members ever use the bus service?	If not, which of these reasons best describe why you don't use the bus? (Select as many as apply)	If you do use the bus, what do you use it for? (Select as many as apply)	If you do use the bus how would you rate its reliability?	Any other comments about bus service in Beacon Heath?
EX4 9DS	No	Doesn't go in the right direction ;Reliability ;			
Ex49jx	No	Use own cars and children using bicycle to schools;			
Ex4 9ju	No	Reliability ;Cost;Not often and not many options where to go;			

Ex4 9jy	No	Cost;Health and safety concerns (e.g. COVID-19);			It is unfair that there is no national standard for the receipt of a free bus pass. In London, all public transport is free from the age of 60, but we have to wait until state pension age for a bus pass. I used to use the bus a lot, because we share one car, but stopped some years ago because of cost. Now the cost of parking has increased so much, with a minimum of 2 hours, I usually get a lift to and from town instead, which has doubled the carbon footprint again. Unintended consequences! And if bus travel for under 18's were free, it would shape their behaviour for the future and ensure that they continue to be bus users.
EX4 9DZ	No	Health and safety concerns (e.g. COVID-19);Cost;Reliability ;			Always changing route especially weekends
EX47JJ	No	Doesn't go in the right direction ;Reliability ;Can't abide waiting for buses that don't turn up when I know my feet will often get me their faster. ;			Would have used the E bus to get me to the other side of the river but now it doesn't start in Beacon Heath.
Ex4	No	Reliability ;Cost;			

Ex4	No	Reliability ;Cost;Drivers skip stops if running behind ;			Stagecoach provides a poor service that the drivers often skip stops or speed around like mad just so they can get an extra 5 minutes at the terminus
Ex49jt	No	Reliability ;Cost;Health and safety concerns (e.g. COVID-19);			Too expensive and unreliable
EX49DR	No	Reliability ;Cost;Use my car. Cheaper when more than one travelling in family. ;			More frequent/reliable buses put along Beacon Lane be better as people could walk to there from various roads coming off it.
EX4 9DR	No	Reliability ;Cost;Rude drivers;			Very rude drivers
Ex49dy	No	Reliability ;Cost;The F1 stopping Sidwell Street feel unsafe specially at night ;			I use to you the bus especially to go out for a meal at weekends but due to the unreliable of the bus do not.
Ex49bb	No	Reliability ;Cost;			Preferred the bus service that took you all the way to the high street and through to fore street and St Thomas', made many more shops available and the service pre covid was much more regular. Now the buses are too infrequent and often don't turn up at all. Unreliable!
Ex4 9jp	No	Reliability ;Doesn't go in the right direction ;Cost;			Some drivers...not all... are rude, impatient and unhelpful

Ex49ee	No	Reliability ;Cost;Due to the change in bus route from original routes;			Expensive, poor service, unreliable, cheaper for a taxi for 2 or walk into town
Ex4 9dx	No	Reliability ;Cost;Doesn't go in the right direction ;			
EX49EF	No	Reliability ;They have withdrawn off or re touted my buses;			Why was the E bus stopped from going round the estate?
EX4 9JP	No	Bus not near enough to my house;Reliability ;Health and safety concerns (e.g. COVID-19);			Irregular. Long distances to walk to bus stop.
EX4 9bp	No	Cost;Reliability ;			They are always running late and sometimes 2-3 buses never turn up
Ex49jp	No	Reliability ;Cost;			3 bus services and none reliable. To even consider another potential bus up pinwood meadow drive would be ridiculous, we don't need another
Ex4 9aa	No	Reliability ;Cost;			
Ex4 7lf	No	Reliability ;			Get more drivers and buses
EX4 9DY	No	Cost;Reliability ;Health and safety concerns (e.g. COVID-19);			Absolutely shocking
Ex4 7lf	No	Reliability ;Health and safety concerns (e.g. COVID-19);			
Ex49ef	No	Reliability ;Doesn't go in the right direction ;			It is awful that you have to get on / off at sidwell st, not at high st & fore st ,

Ex4 9lb	No	Reliability ;Cost;			I used to use the bus regularly but I'm sick of waiting over an hour hoping one turns up, this is after spending a lot of money on an over priced ticket.
Ex49jz	No	Reliability ;			Sometimes the busses never turn up when they should
Ex4 9jt	No	Reliability ;Cost;			I used to use it regularly, but now it's so unreliable I don't even try, so many times it didn't turn up and I had to walk the 45 minutes in to town or get a taxi and was late. Now I drive in to town and for a family of 5 the parking costs are very much less than a bus ticket.
Ex4 9dz	Yes		Visiting friends/family;	Average	I use the bus (f2) to get me to town from home, it used to go all the way to farm hill and exwick so I could see friends easier. I really don't like the changes brought in where it now loops round- while it's reliable, connecting buses are not and I don't know why they can't go back to how it was, going across the city from Beacon Heath to Farm Hill- it was so handy.

Ex4 9eh	Yes		Work;Shopping;Visiting friends/family;	Average	
Ex4 9eh	Yes		Shopping;Days out;	Average	Sometimes it never shows up
ex4 7jt	Yes		Shopping;Days out;	Average	
EX4 8NE	Yes		Shopping;Days out;	Average	
Ex49la	Yes		Days out;Shopping;	Average	The bus service along Harrington and beacon lane is more than sufficient, there is no need to add additional bus stops in residential streets, and certainly no need for new bus stops to be designated outside of existing homes.
EX49BX	Yes		Shopping;Days out;	Average	
EX48RD	Yes		Visiting friends/family;School;	Good	piss take.
EX4 7DX	Yes		Shopping;Visiting friends/family;Getting to healthcare appointments, getting to the train station ;	Good	Disappointed the frequency has dropped, sometimes drivers don't stop when they see I'm in a wheelchair so having to wait half an hour fo the next bus is not practical.

EX4 9DR	Yes		Shopping;Visiting friends/family;Work;	Poor	I rarely use the bus now as the services to Beacon Heath are so unreliable. The timetable has been cut and many just don't even turn up anymore or when they do they are full. Packed buses are also a worry with covid. Bus fares cost too much too, particularly when we travel as a family.
EX4 9be	Yes		Shopping;Visiting friends/family;School;Work;Days out;Hospital/gp appointments;	Poor	Reliability is shocking, they just don't always turn up. The L being once an hour is really not helpful, every half an hour is much better. The app doesn't always have accurate information.
EX4 7JD	Yes		Shopping;Visiting friends/family;Work;Days out;	Poor	
EX4 9BJ	Yes		Shopping;Visiting friends/family;Days out;	Poor	I get very frustrated when my 15 year old daughter gets stranded in town due to the bus “not tiring up” changing the route being late. I often walk into the city centre now and can make it there without one bus going past me! Terrible service 😞

					buses are ideal when they turn up you cant rely on them one bit there are a lot of issues with the buses we are lucky as have a choice of the f1 f2 and L I dread to think of some little older person waiting at the bus stop in Lancelot road in the rain for the f1 which is hourly at best exeter bus services need a new operator that will still run at a profit but offer a better service to the consumer.
ex4 7lf	Yes		Visiting friends/family;Days out;	Poor	
Ex4 7lf	Yes		Visiting friends/family;	Poor	
EX4 9EJ	Yes		Work;Shopping;	Poor	why does the F1 & F2 only go to sidwell street? every other bus in the city continues down through the high street and anyone living on the F1 route currently does not have bus access to the local supermarket!
EX4 9EJ	Yes		Shopping;Work;Days out;	Poor	Too expensive and the bus only goes to sidwell street, doesnt serve the local supermarket so using the car is favoured
Ex4 9eq	Yes		Shopping;	Poor	
EX4 9BE	Yes		Shopping;	Poor	



Ex4 9ea	Yes		Shopping;	Poor	Very poor, unreliable, they get cut last minute & do not tell you & it's always the earlier morning ones to get you to work on time! End up walking and being very late!
EX4 9DY	Yes		Days out;Shopping;	Poor	Why does the F1 now stop at Odeon? I know it carries on as the E, but on the way back home you have to walk to the Odeon to catch it home, there are a lot of elderly people who will suffer for this

Ex4 8lg	Yes		Shopping;Visiting friends/family;Days out;	Poor	<p>Buses never turn up. If I have an appointment in town I have to drive in because I cannot trust the bus being on time or turning up at all. This means I end up paying out in car park prices. My partner also works in town and catches thr bus to work but multiple times a week the bus never turns up and I get a call asking to take him to work which makes me late for work. Plus traffic has gotten worse driving in and out of town which results in more time driving and also my fuel usage has gone up too. My partner used to catch an early bus into town to go gym before work but he can't even do that anymore as they never turn up. The bus drivers are always polite but the company needs to do something as this is going on for too long. Plus we have lost services. The E stopped coming our way, and now I understand the F2 doesn't come our way too. Soon there will be only one bus.</p>
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EX4 8LG	Yes		Work;	Poor	The app shows a bus as running. Upon arrival the bus is then not running and this has repeatedly made me late for work over the past few months. If this keeps up I am going to have to stop using the bus service and rely on my own transport methods.
EX4 7JJ	Yes		Social trips out by day or evening or instead of paying car parking;	Poor	It has become more difficult to get across town in both directions, especially across the river and some timetables and service changes within them are confusing. I would currently be worried to use the bus for work as I have never known their reliability so bad.
Ex49ed	Yes		Visiting friends/family;	Poor	No bus now from the top of king Arthur's going past sidwell st shocking.
Ex49be	Yes		School;Work;Days out;	Poor	APPALLINGLY! No other words for it. Stagecoach have constantly messed up. Cancelling services as and when they feel like it. Over crowded buses, running late or not at all.

Ex4 9ds	Yes		Work;	Poor	Absolutely atrocious. Unreliable and they won't give me a refund on a ticket from January that they promised me. Ended up walking on several occasions even though I have already paid for a ticket. The drivers don't know the stops and route. I have witnessed people arguing and pushing others in the disorganised queuing in sidwell street. Quite a scary experience getting a bus now but I have to get to and from work. My colleague who lives in dartmoor has a better bus service.
Ex4 9ea	Yes		Work;School;Days out;	Poor	It's become very expensive. The service is very poor
Ex48ne	Yes		Visiting friends/family;	Poor	Why are (should there be) 4 busses an hour going up and down every road without picking up or setting down a single passenger. Eg Chancellor's way. Why not have a system whereby the bus only goes up a dead end road if called? More efficient.

Ex 4 7ne	Yes		Shopping;Days out;	Poor	
EX	Yes		Shopping;Visiting friends/family;Days out;	Poor	Why does the F1 and the F2,go up Stoke Hill. Also how come the E buses can go to the high st and not Fi or F2
Ex49jp	Yes		School;	Poor	Never on time and expensive
EX49LB	Yes		Visiting friends/family;	Poor	Often don't turn up, particularly L service, frustrating.
Ex49du	Yes		Shopping;Days out;	Poor	Terrible service, buses only going to Sidwell street is absolutely ridiculous, the buses very rarely turn up, have waited nearly an hour for a bus
EX4 9EA	Yes		Shopping;	Poor	

EX4 9BZ	Yes		Shopping;Visiting friends/family;	Poor	I do use the buses but have taken to getting lifts, walking or taxis more as I refuse to wait more than 15 mins over when a bus is due. You can sometimes wait past three bus arrival times only for them not to come. There is never anyone to ask for information so your just left there wondering. It's not even that cheap to encourage you to use the "service". Absolute nightmare, I'm just glad I don't have to rely on the bus to get to and from work.
EX4 9bt	Yes		Shopping;	Poor	Not often enough and can't rely it will turn up
Ex49bd	Yes		Shopping;Work;Days out;	Poor	Need to go back every 10mins again and go into the city centre and more f1 service we can't walk up the hill

Ex49af	Yes		Work;Days out;Shopping;Visiting friends/family;	Poor	The f1 bus that goes along King Arthur's Road and down Lancelot Road is frequently taken of this makes it really hard for people who have mobility difficulties or elderly etc or in my case young children who don't always want to walk up the hill especially after a long day out this is particularly the case early evening into the evenings
Ex49bp	Yes		Work;Shopping;	Poor	Changing the route is the worst thing they have done takes twice as long to get to town then if you work in the guildhall have to walk a fair way same going home with shopping .No one has thought of the elderly or disabled and bus fares are expensive .Sidwell st is a awful area to stand waiting for f1 that just don't turn up the area attracts drunks and druggies wonder whose stupid idea this was
EX4 9JP	Yes		Work;	Poor	

Ex49bp	Yes		Work;Shopping;	Poor	The buses are not reliable, you never know if there going to turn up, it would also be convenient to put the E bus back, that takes you through the city center and we can also catch a bus in the high street as sidwell street is a nightmare and i really don't feel safe waiting there...
EX4 7DU	Yes		Shopping;	Poor	Buses regularly do not arrive, can never rely on getting where you need to on time, buses returning to beacon Heath stopping two stops from your stop for minutes at a time very frustrating, when you have waited in town for a return home for a very long time, this bus service is not fit for purpose.
Ex4	Yes		Shopping;	Poor	



Ex4 9ed	Yes		Shopping;Work;School; Visiting friends/family;Days out;	Poor	<p>They are unreliable, expensive for the service you get. They need to run from the high street or even the top of Fore street.</p> <p>Sidwell street is not a nice place to stand, the other Saturday we waited nearly 2 hours for a bus to get home, witnessed 3 different violent incidents, oh and so did my 9 year old son and about 5 other children. In the end we jumped on another bus just to get us out of Sidwell street as really didn't feel safe stood there.</p>
Ex47jj	Yes		Shopping;Work;	Poor	Late don't turn up no reliable at all
Ex4 9bh	Yes		Visiting friends/family;Work;Sh opping;	Poor	<p>Very unreliable and now you have cut the service/ change routes we are cut off from the other side of the city - cowick street etc I have children who if they wanted to use the gym they are a member if they would have to use two buses and walk which I do not feel comfortable with plus they are highly unreliable which means the car is used more</p>

EX4 9AQ	Yes		Appointments shopping;	Poor	If you have hospital appointments etc to be anywhere on time have to leave hour before hand to make sure you get there on time as buses pulled at last minute or just don't come
EX4 8NE	Yes		Shopping;Days out;	Poor	
EX4 9BG	Yes		Days out;	Poor	The few times I do use the service, buses have always been late
EX4 8NP	Yes		Visiting friends/family;	Poor	L bus unreliable and bus fares expensive.
Ex4 9da	Yes		Shopping;	Poor	
Ex4 9EF	Yes		Shopping;Hospital visits;	Poor	Lots of people use thus service and rely on it!
Ex49bx	Yes		Shopping;	Poor	Unreliable and don't turn up
Ex4 9la	Yes		Visiting friends/family;	Poor	Service is unreliable, the Stagecoach app is poor, timetables still show services that no longer run. We used to have a fantastic service to and from Beacon Heath, no longer. It is now pot luck if and when a bus may turn up, if there is space on it, and on top of it all the ticket prices keep going up.
Ex4 9bs	Yes		Work;	Poor	Not reliable at all

ex4 9ef	Yes		Shopping;	Poor	Need a reliable F1, not one that changes to F2 because some people aren't able to walk the rest of the way. For those who can't drive or walk that far its impossible to get into town as F1 is constantly being cancelled
EX4 8RD	Yes		Days out;Shopping;Visiting friends/family;	Poor	These buses are hit & miss. You can't pop into town now as we only have a bus every hour! Also they are taken off without warning which has left me stranded before! Sort it out please
EX49BX	Yes		Nights out;	Poor	You can't rely on them to turn up Also can't even get right into town or beyond unless changing in sidwell st
EX49AA	Yes		Shopping;	Poor	Stagecoach buses are ridiculously expensive and provide a poor service: late, cancelled, unreliable. Terrible service. You used to provide wifi. Now that seems to have gone. Stagecoach's service has gone down the drain. They should lose their contract.

Ex49eg	Yes		Shopping;	Poor	I'm not totally sure why the buses are so unreliable, the service is absolutely appalling and many elderly people are having to wait for a long time when at the last minute the service has been taken off or redirected.
Ex49bu	Yes		Work;	Poor	there always being cancelled don't stop or late so you miss the next bus you need to catch and they keep charging a 15 year old for an adults all day rider
EX4 9AA	Yes		Shopping;	Poor	

EX49EF	Yes		Shopping;Days out;	Poor	Although I have a bus pass, and therefore do not pay. the service has become so unreliable that I no longer use the buses very much. It is so frustrating to go shopping in the city centre and find that the bus doesn't turn up. I am no longer able to walk up the hills of King Arthur's or Lancelot Road, especially with heavy bags. I either don't bother shopping in Exeter or resort to taking the car (though I would prefer not to). Since the E bus was discontinued, the new F1 route & timetable has worsened. Sidwell Street is scruffy, especially at the bus stops, and the pavements are uneven, making me wary of tripping up. Not a pleasant experience at all.
EX49EJ	Yes		Shopping;Hospital appointment ???;	Poor	The bus should go down the high st at least down to South st.

EX4 9AA	Yes		Visiting friends/family;	Poor	Luckily I am very fit and can walk 3 miles without difficulty, although this does take me an hour. As a full-time working single mother I often want to use the bus to be able to travel more quickly around the city. This is possible but not reliable. I would never rely on the bus to get to an appointment, getting a connecting bus journey or as a way of getting to work as it is not reliable at all. It is also very expensive, connections are poor and the areas covered are not sufficient as a primary mode of transport.
EX49AA	Yes		Shopping;Visiting friends/family;	Poor	It's poor. They don't turn up.
Ex49bd	Yes		Shopping;Visiting friends/family;Work;Days out;	Poor	More reliable when it was E bus that went through beacon Heath to exwick. Sometimes have to wait 45 mins to get the F1 from Sidwell street
EX4	Yes		Shopping;School;	Poor	Buses never show up on time or at all
ex4 9by	Yes		Work;Days out;Shopping;Visiting friends/family;	Poor	The busses never arrive left waiting for sometimes over an hour for a bus to come

EX4 9EF	Yes		Shopping;	Poor	It sucks, basically. There is no service from Beacon Heath to the other side of Exeter. The timetables have changed so much, and the buses so infrequent, it's almost impossible to get to the high street. (only the L goes there and that service is very infrequent) It comes to something when it's quicker AND cheaper to drive in and pay to park. Which I would do if I still had a car!
EX4 9DX	Yes		Shopping;	Poor	It went dramatically down hill when the service stop being a service to Exwick, now having to alight in Sidwell St and walk to the high st to continue onward to Exwick
Ex4 9bb	Yes		Shopping;Visiting friends/family;School;Days out;	Poor	
EX4 9la	Yes		Shopping;Work;Days out;Visiting friends/family;	Poor	
Ex4 9bz	Yes		Work;	Poor	