

Richard Stevens MBE

Managing Director

Plymouth Citybus / Go Cornwall Bus / Dartline

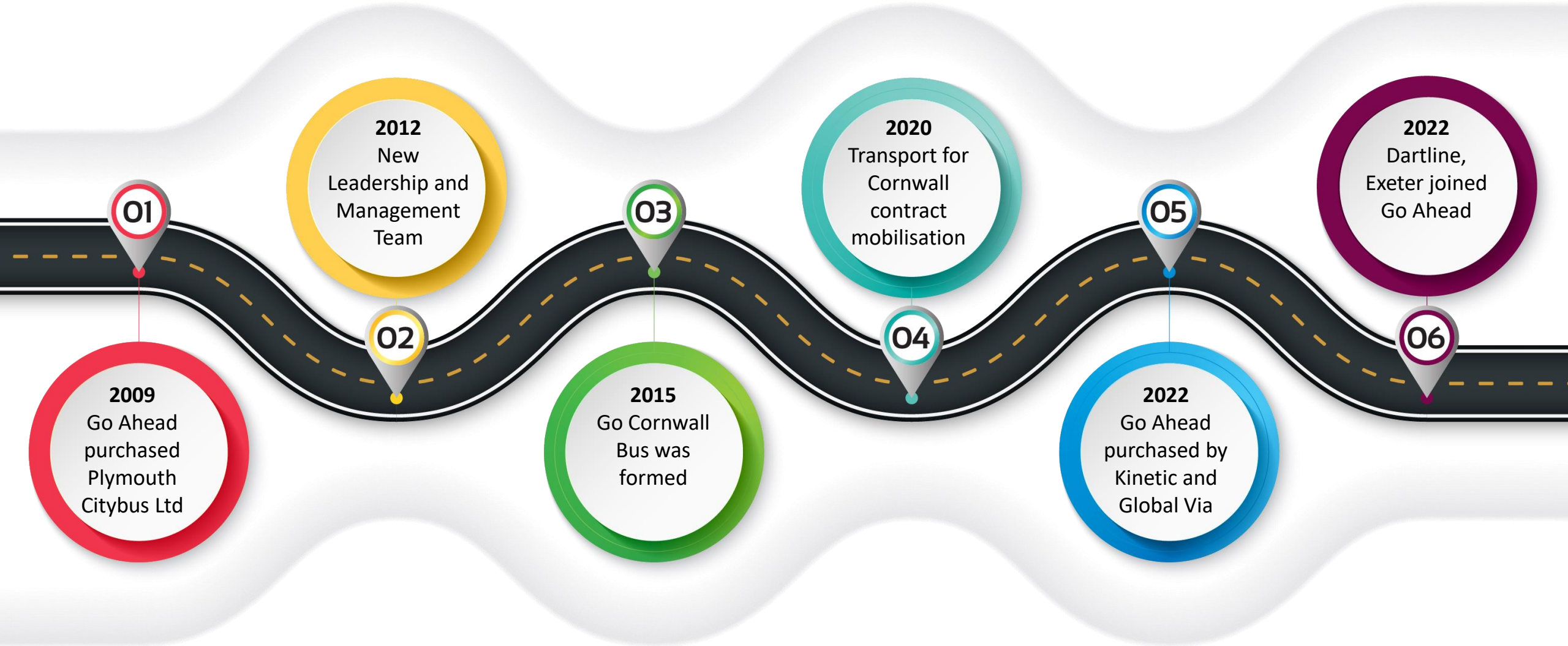


# Business Overview

- 900 employees
- 350 buses and coaches
- 18m passenger journey's a year
- 15 depots and outstations (plus 6 rest facilities)
- National Transport Awards Operator of the Year 2019
- Queens Award for Enterprise holder
- Investors in People Silver
- Military Covenant Silver Award
- Mix of commercial, tendered, schools and coach hire



# A brief history



# Rural V Urban

- Plymouth Citybus operating circa 110 buses from one central depot
- Go Cornwall Bus operating circa 160 buses from 13 sites
- Dartline operating circa 80 buses / coaches from 2 depots

Click here to take an ariel tour of Go Cornwall Bus



# Go Cornwall Bus

- 299 drivers
- 13 sites
- 160 buses
- 96 single / 64 double
- 103 new buses in 2020
- 8.9m / 9.7m / 10.8m / 10.5m double
- Outsourced engineers / cleaners
- Subcontracted services to 3 small local operators
- Control room in Truro, shared with Cornwall Council
- Bus Station in Newquay
- Customer Service Team



# Challenges

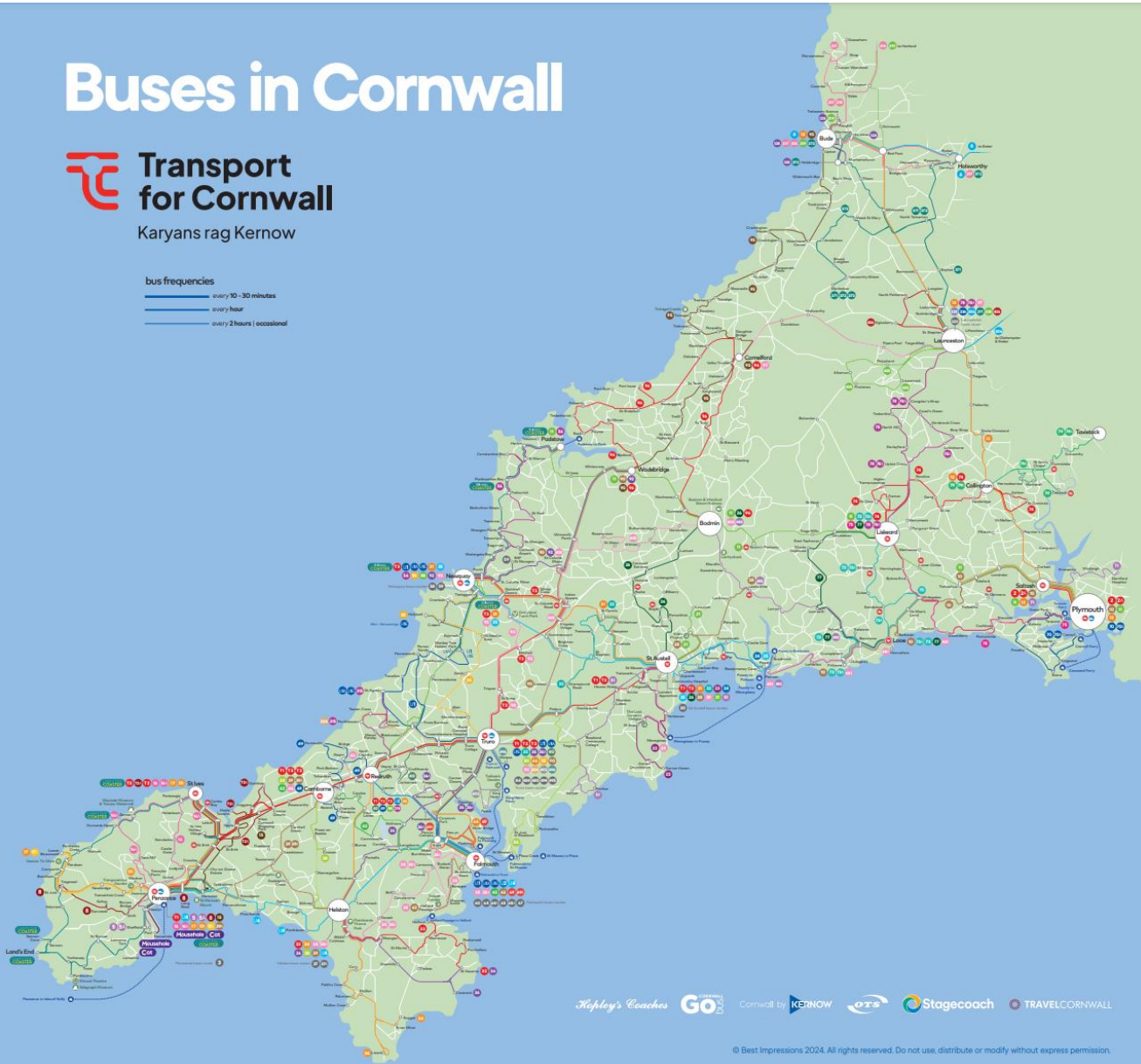
## Buses in Cornwall



Karyans rag Kernow

### bus frequencies

every 10-30 minutes  
every hour  
every 2 hours | occasional



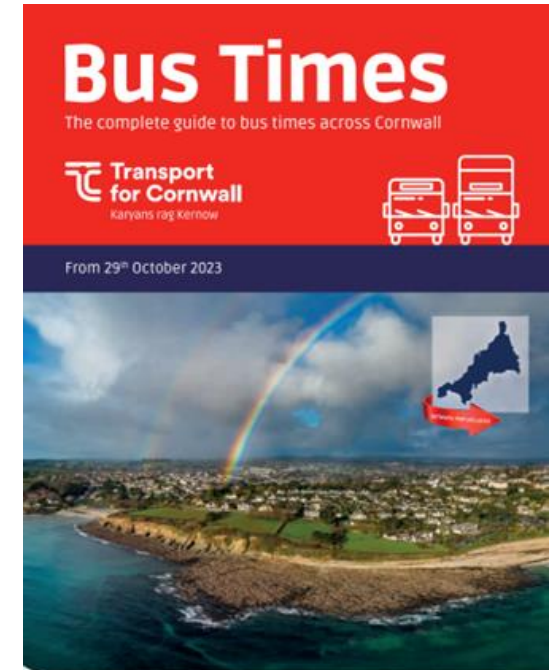
- Single Track Roads
- Accidents with no easy diversion routes
- Pop up roadworks
- Seasonal congestion
- Other road users (meeting caravans etc)
- Minimal infrastructure (only half of the 4,500 bus stops have any kind of infrastructure)
- Low hanging trees and 'Cornish Hedges'
- Break down recovery across a vast area
- Bus allocation due to road size
- Funding (low number of bus users per trip, but serving a social need)

# Achievements

- Integration of over 280 school and college movements a day into the local bus network
- Interoperability of tickets 'Any Ticket, any bus'
- 'Tap and Cap' on all buses in Cornwall
- One timetable book
- Combined roadside information
- One bus map
- Joint marketing under Transport for Cornwall
- One Website and App launching soon
- Winner of Best Alliance / Collaboration at the National Transport Awards 2023



WINNER:  
BEST ALLIANCE / COLLABORATION OF THE YEAR



# Questions?

