

The Bus Is Back – your questions answered



This information is correct as at 14 April 2023 and is supplied by Cornwall Council, Saltash Red Bus and Go Cornwall Bus.

The new service

Q When does the bus run?

A Please see the timetable posted at each bus stop or look at a copy on the parish council's website. The electronic displays at bus stops will also show what time the bus is due (it is regularly updated so it will show if the bus is running late)

Q How much will it cost?

A These are the current single and return fares

Adult Single

Liskeard					
1.60	Merrymeet				
2.00	1.60	Menheniot Church			
2.60	2.00	1.60	Doddycross		
2.60	2.60	2.00	2.00	Trerulefoot, Kernow Mill	

Adult return

Liskeard					
2.40	Merrymeet				
3.00	2.40	Menheniot Church			
3.90	3.00	2.40	Doddycross		
3.90	3.90	3.00	3.00	Trerulefoot, Kernow Mill	

Q Can I use my concessionary bus pass?

A Yes you can, in the same as you would with other buses that run in Cornwall.

Q Are we able to take advantage of the £2 maximum adult single fare offer that's running at the moment? ('Make Big Savings by Bus')

A Sorry no. The new Menheniot-Liskeard service is run by Saltash Red Bus which is a community bus service and part of Saltash Age Concern, and not part of the commercial bus network.

Q How can I pay?

A You can use cash or card. The bus is equipped to take both.

What's the bus like?

Q How many people can the bus hold?

A It's a 16 seater mini-bus – sorry no standing room.

Q Is the bus accessible to people using wheelchairs?

A The usual bus that works the route is not, but if you contact Saltash Red Bus beforehand (the day before) they may be able to change it for a bus that is accessible. Use this number: **01752 417652**.

Q I live in an area that doesn't have a bus stop but is on the route. Will your driver stop for me?

A As long as you make it clear you want the bus to stop (and not just giving a friendly wave), the driver will stop for you as long as it is safe to do so.

The route

Q How did you choose this route?

A SRB had previously planned a route that took longer and needed a change of bus at Trerulefoot. This was based on older passenger information and was changed after residents complained to the operators at a public meeting that was held in March.

Q When can we have more buses?

A That depends on how popular the new route is and what the demand is. If you think there are enough people in the parish that can make a new route pay, join the Menheniot Bus Users Group and let them know.

Q What if this route doesn't work for enough people?

A Cornwall Council have agreed to fund a community bus service for two years up to April 2025. If this route needs to be changed, then the operators may be able to modify it. Please let the Bus Users Group know and they can feed your views back.

Q The number 11 bus route goes from Padstow to Plymouth. Why can't it divert and go via Bethany, Doddycross, Menheniot etc? The bus runs 16 times each day and it would offer more choices than the new 451a service would.

A The present 11 route does not pay its way and changing the route (even when it seems very simple to do) would add to our costs. The current route is based around the needs of people using local schools, colleges and trains, and we have to consider their needs first.

Menheniot Bus Users Group

Q What will this group do?

A It can take your experiences of using the bus (good or bad) and feed them back to the operator. If you have suggestions for new routes, we can pass that on as well.

Q Can the Group speak on our behalf?

A If we get a cluster of questions or comments about the service, we can pass that onto SRB and get answers for you. We'll also be sending out a short survey in May, a month after the new service has started.

Q Can you take complaints about the bus service?

A We can take them and pass them onto the operator, but you might find it quicker and more direct to speak to them yourself.

Q How do I join?

A Contact details below. We will pass on news about the service as we get any.

Background to the new service

The 451a is subsidised by Cornwall Council, operated by Saltash Red Bus and has had help setting up from Go Cornwall Bus. This is the first time that these three people have worked together to offer a community bus service like this. It can't replace the previous daily bus service that used to run, but it's a starting point by providing a once-a-week service that goes through the most populated parts of the parish. If there is sufficient and sustained support, the service might be extended, but it depends on how popular this first route is.

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