Stagecoach has received and examined all responses from the 204 bus service consultation held between 22/10/2018 and 05/11/2018. Stagecoach had initiated the consultation exercise to ask current and prospective passengers of the service how the service could be improved.

The consultation held at the end of October has given Stagecoach time to examine the responses with a view to making changes for the upcoming 20th January timetable change.

Stagecoach would like to thank all participants of the consultation exercise for providing information which we can use in a constructive way to improve the 204.

Many comments were received as part of the consultation, and we have summarised the most frequent comments into the following:

1.) The service should serve Warwick Street, Caryl Street and Northumberland Street / link these streets with Park Road Tesco & Post Office.
2.) The service does not run late enough in the evenings.
3.) Passengers rely on the service for the links provided to Broadgreen and Alder Hey hospitals.
4.) The Sunday service should run later and at an improved frequency.
5.) The service should accommodate shift times at the hospital better.
6.) The service should serve Hartsbourne Avenue.

The responses to these comments are below.

1.) The 204 currently uses four vehicles to provide a 30 minute frequency on a 2 hour round trip. To additionally serve Warwick Street Caryl Street and Northumberland Street with no other change in route would take additional time (approx 3 minutes in each direction) which would cause reliability concerns for the service. An additional bus to allow extra time for the serve is not financially viable. To alter the route to serve Park Road Tesco and Post Office would mean omitting parts of Mill Street, Beloe Street and Dingle Mount, Stagecoach has conducted observations of this section of route and there are a number of passengers who board/alight along this section of route on each journey. There are also school pupils at Kings Leadership Academy using the service daily. Whilst Stagecoach understands that there is a desire for such a route change, the aim of the service is to serve as many potential passengers as possible. Passenger numbers on the 204 have shown consistent growth since Stagecoach began operating the service, with the highest growth seen in Dingle and Toxteth. It is felt that the current route round Dingle is the best compromise within the limited time available and the passenger growth seen would indicate more people are benefitting from the service.

2.) Currently, the evening services are the least patronised services on the 204, and there are not enough passengers to justify extending the operating hours of the service in the immediate future. Passenger numbers on the 204 however have shown consistent growth since Stagecoach began operating the service and
Stagecoach is hopeful that there will be future demand for later services. Stagecoach is acquiring data on shift patterns at the hospitals along the route and is exploring ways of developing a business case for later services in the medium term.

3.) Stagecoach acknowledges this and has no intentions to stop serving any hospitals on the route.

4.) Currently, there are not enough passengers to justify an enhancement of Sunday services. Stagecoach routinely analyses passenger numbers for the route and is willing to enhance services on Sundays if passenger growth justifies it.

5.) In response to this feedback, Stagecoach is acquiring shift pattern data from all hospitals along the route. It is hopeful that a revised timetable can be implemented in April which takes as many of these shift patterns into account.

6.) The 204 currently uses four vehicles to provide a 30 minute frequency on a 2 hour round trip, Hartsbourne Avenue takes longer to traverse than Childwall Valley Road and could cause reliability concerns for the service without an extra vehicle which could not be justified financially. Additionally Harsbourne Avenue is less suitable for the larger buses we occasionally have to use on the service.

From January 20th the 204 will be diverted to serve Jamaica Street/Park Lane instead of Wapping. This will provide better access to the Baltic Triangle in response to feedback from local business’, and avoid lengthy waits at traffic lights.

To view our Code of Practice for customer suggestions & complaints please go to: http://www.stagecoachbus.com/codeofpractice.aspx

For our Conditions of Carriage go to: http://www.stagecoachbus.com/conditionsofcarriage.aspx

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