



Fife Council

FIFE BUS CORRIDORS

Phase 1 Consultation Report





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1 INTRODUCTION

1.1 BACKGROUND

- 1.1.1. The Bus Partnership Fund provides the opportunity for local authorities, working in partnership with bus operators, to tackle the negative impacts of congestion on bus services in their areas and address the decline in bus patronage. This investment, launched in November 2020, builds on the new opportunities for enhanced partnership working between local authorities and bus operators made possible by the Transport (Scotland) Act 2019.
- 1.1.2. Fife's extensive bus network plays a crucial role in enabling movement across the area, whether it be on local services within towns, interurban links between the main urban centres in Dunfermline, Kirkcaldy and Glenrothes, or the long-distance express network linking Fife with Edinburgh, Glasgow, Perth and Dundee. Through long-established partnership working, Fife has enjoyed considerable successes in attracting people to bus services on some routes through the popular park & rides at Ferrytoll and Halbeath, and on the Edinburgh express network. However, Fife has, like the rest of Scotland, experienced decline in bus use, particularly on some of the traditional 'town' routes, mirroring the decline in footfall on high streets as shopping and work patterns in the economy have changed.

1.2 PURPOSE OF THIS REPORT

- 1.2.1. WSP were engaged by Fife Council in early 2022 to take forward a total of five bus corridor studies. As part of these studies and to complement the emerging Fife Bus Partnerships goals, public consultation has been undertaken through online means. This report documents the findings from that consultation exercise.

1.3 CONSULTATION SUMMARY

- 1.3.1. A comprehensive programme of public communications and engagement was delivered over a 6-week consultation period, formally launching on the 30th May to 11th July 2022. The various means of communication and promotion with the general public is summarised below:
- An online consultation website was available detailing the problems and opportunities along each corridor. Here the public were encouraged to complete a multiple choice and free text feedback survey. The website included six sections:
 - About Fife Bus Corridors;
 - Overall schematic map and the five separate corridor maps;
 - Objectives and technology;
 - Frequently Asked Questions;
 - Latest News; and
 - Timeline of scheme.
 - Leaflets, banners and paper surveys were available at 7 key bus stations (Glenrothes Bus Station, St Andrews Bus Station, Kirkcaldy Bus Station, Leven Bus Station, Dunfermline Bus Station, Halbeath Park and Ride, and Ferrytoll Park and Ride); and
 - Local libraries and community centres in the East Neuk received Leaflets, banners and paper surveys and the opportunity to engage promoted via social media.

2 CONSULTATION SURVEY LAYOUT

2.1 OVERVIEW

- 2.1.1. This chapter outlines the contents and results of the survey that was released for this consultation, both in paper and online format. The survey consisted of 15 questions, and these questions are outlined below with the method of response (multiple choice/ free answer/ both) is stated for each question. There is a description of each question below, but both the paper and online consultation is attached in Appendix A.

2.2 SURVEY QUESTIONS

DEMOGRAPHIC QUESTIONS

- 2.2.1. The first four questions of the survey were focused on gaining an understanding of key characteristics of the respondent. They were all multiple choice questions that allowed just one answer. These are stated below with the possible responses:
- **What is your age?**
 - 15 and under
 - 16 to 21
 - 22 to 39
 - 40 to 59
 - 60 to 79
 - 80 and over
 - Prefer not to say
 - **Do you identify as?**
 - Female
 - Male
 - Other
 - Prefer not to say
 - **Do you consider yourself to have a disability?**
 - Yes
 - No
 - Prefer not to say
 - **What is your ethnic origin?**
 - Asian/Asian British
 - White British
 - Black/Black British
 - Mixed/Multiple Ethnic Groups
 - Prefer not to say
 - Other, please state (this allowed a free text response for those who felt although the categories stated did not meet their ethnic origin)

GEOGRAPHICAL QUESTIONS

2.2.2. Three important geographical questions were asked to enable WSP to understand a range of characteristics about the respondents. All of this information was anonymous, and respondents were advised of this.

2.2.3. The questions and the options available to respond are summarised below:

- **What are the first four characters of your postcode?**
Respondents were permitted to use free text
- **Where do you regularly travel from?**
Respondents asked to choose the closest location
 - Cowdenbeath
 - Kincardine
 - Cupar
 - Kirkcaldy
 - Dunfermline
 - Ferrytoll
 - Glenrothes
- Leven
- St Andrews
- **Where do you regularly travel too?**
Respondents asked to choose the closest location
 - Cowdenbeath
 - Kincardine
 - Cupar
 - Kirkcaldy
 - Dunfermline
 - Ferrytoll
 - Glenrothes
 - Leven
 - St Andrews

TRAVEL BEHAVIOUR QUESTIONS

2.2.4. Four important travel behaviour questions were asked for us to be able to understand a range of characteristics about how our respondents travel. In relation to 'journey' mentioned in the following questions, this is the journey between the 'travel to' and 'travel from' locations stated by the respondent in questions 6 and 7.

2.2.5. The questions and the options available to respond are summarised below:

- **Why do you make this journey?**
 - I live in this area
 - I visit this area for shopping, exercise, socialising, leisure
 - To attend school, college, or university
- **How often do you do this journey?**
 - Daily
 - 2-3 times a week
 - Once a week
- Every so often (1 to 4 times a month)
- Less than monthly
- **How do you usually make this journey?**
 - Bus
 - Car/Van as a driver
 - Car/Van as a passenger (including Taxis)
 - Cycle

- Walk/wheelchair/mobility scooter
- Other (free text answer given by respondent if they feel although their travel mode is not identified in this section)
- **Why do you choose to travel this way?**
Respondents were given the option to 'choose all that apply'
 - Quickest
 - Most convenient
 - Most reliable

BUS TRAVEL QUESTIONS

2.2.6. Understanding the perceived problems buses face, as well as those identified by the public is critical for informing future design phases. Further understanding what would encourage respondents to use the bus more or begin taking the bus if they currently do not choose to travel this way was important to understand wider barriers to the uptake of bus travel. The following series of questions were posed:

What do you think are the problems that slow bus journeys down?

2.2.7. This is the first question in the survey where respondents could outline what they believed were problems or issues with the Fife bus network. More specifically for this question relating to what they believe slows the journeys down. The question was structured into two sections, a multiple-choice section and a free answer question.

2.2.8. The multiple-choice question allowed the answers listed below, and more than one could have been chosen where it was applicable to the respondent:

- Regularly stuck in traffic approaching junctions;
- Stopped frequently at traffic lights or the green light isn't long enough to let the bus through;
- The bus can't move away from bus stops quickly because of passing traffic;
- Cars parked in the road means my bus needs to wait to pass oncoming traffic; and
- Too many stops.

2.2.9. The free answer question allowed respondents to add any 'other comments' they feel they want to add to this question.

What would encourage you to use the bus more often?

2.2.10. This is the second question in the survey where respondents could outline what they believed were the opportunities were for bus improvements, specific to their current journey. More specifically for this question relating to what they believe would encourage them to travel more frequently by bus or to begin using buses in Fife. The question was structured into two sections, a multiple-choice section and a free answer question.

2.2.11. The multiple-choice question allowed the answers listed below, more than one could be chosen where it was applicable to the respondent:

- Shorter journey times and more reliable bus times;
- Better quality buses – lower emissions, better accessibility for wheelchairs, more frequent cleaning, comfier seats, more spaces for prams and buggies;

- Easier to make onward journeys – space to take my bike on board, stops at locations where I can easily switch services;
- Timetable changes – more frequent buses, buses earlier and/or later in the day;
- Better ticketing – easier to understand ticket options, tap on/tap off technology, capped fares, multi-operator tickets; and
- Better quality bus stops – live bus times, shelter from weather, more lighting, CCTV.

2.2.12. The free answer question allowed respondents to add any 'other comments' they feel they want to add to this question.

Is there anything else you would like to tell us about buses in your area?

2.2.13. This was a free answer question which allowed respondents to communicate any further problems they either thought the survey did not cover or that they had not yet had the opportunity to highlight.

OTHER QUESTIONS

2.2.14. The last question in the consultation survey asked the respondent, “**How did you find out about this consultation?**”. This was to allow analysis of the most common method of communication in regard to the consultation.

2.2.15. The question allowed the following multiple-choice options as well as a free text answer option if the respondent did not feel their desired option was stated in the list:

- Newspaper/news/radio
- Email
- Social Media
- Poster/flyer
- Internet
- From your local ward councillor
- Word of mouth
- Other (free text response)

3 ANALYSIS OF SURVEY RESPONSES: DEMOGRAPHICS

3.1 SUMMARY

- 3.1.1. A total of 1,122 responses were received. This consisted of 1,075 from the online consultation and 47 from the paper consultation.
- 3.1.2. The demographic questions aimed to generate an idea of the characteristics of those who responded to the survey. Findings from the analysis is presented within this chapter.

3.2 AGE

- 3.2.1. This survey question was split into different categories from '0 to 15' to '80+'. 1,119 of the 1,122 respondents submitted a response to this survey question. The proportion of responses by age group is presented within Table 3-1.
- 3.2.2. The most common age category for respondents was 40 to 59 at 37% of respondents. The least common age category to respond was 0 to 15 at 1%.

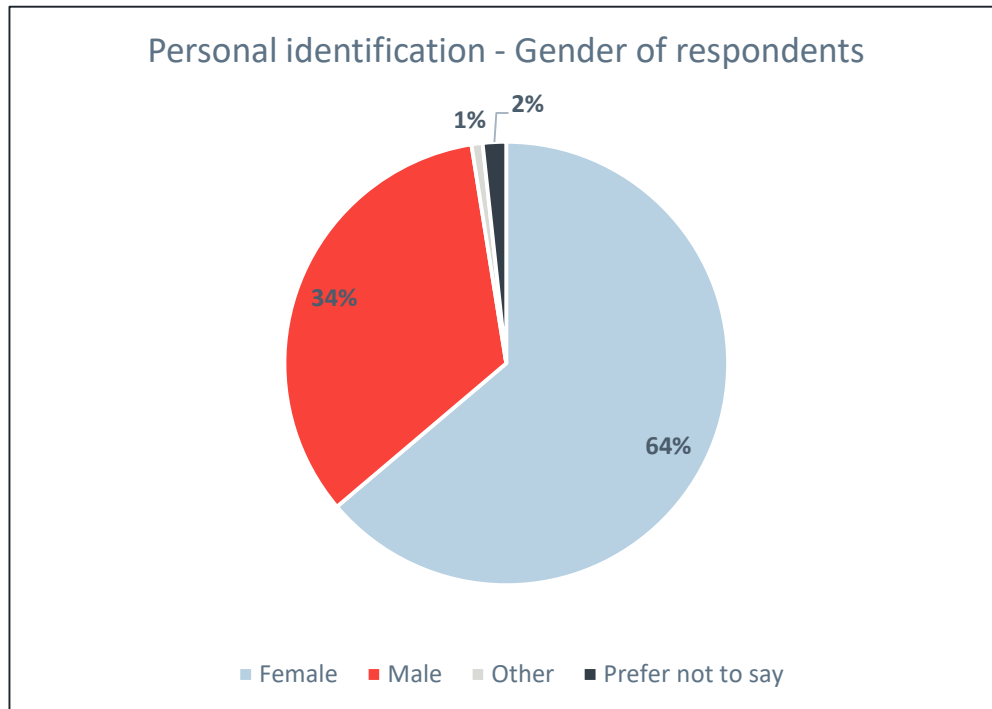
Table 3-1 – Age data of survey respondents

Age category	Number of respondents	Percentage value of full data set of respondents
0 to 15	12	1%
16 to 21	74	7%
22 to 39	258	22.8%
40 to 59	407	37%
60 to 79	342	30%
80 and over	15	1.2%
Prefer not to say	11	1%

3.3 GENDER

- 3.3.1. This survey question allows four separate answers: 'male', 'female', 'other' and 'prefer not to say'. 1,117 out of 1,122 the respondents gave an answer for this question.
- 3.3.2. The results, shown in Figure 3-1, showed that 63% of respondents were female (713), 33% of respondents were male (376), <1% of respondents identified as 'other', and 1% of respondents chose to not state their identification in terms of gender.

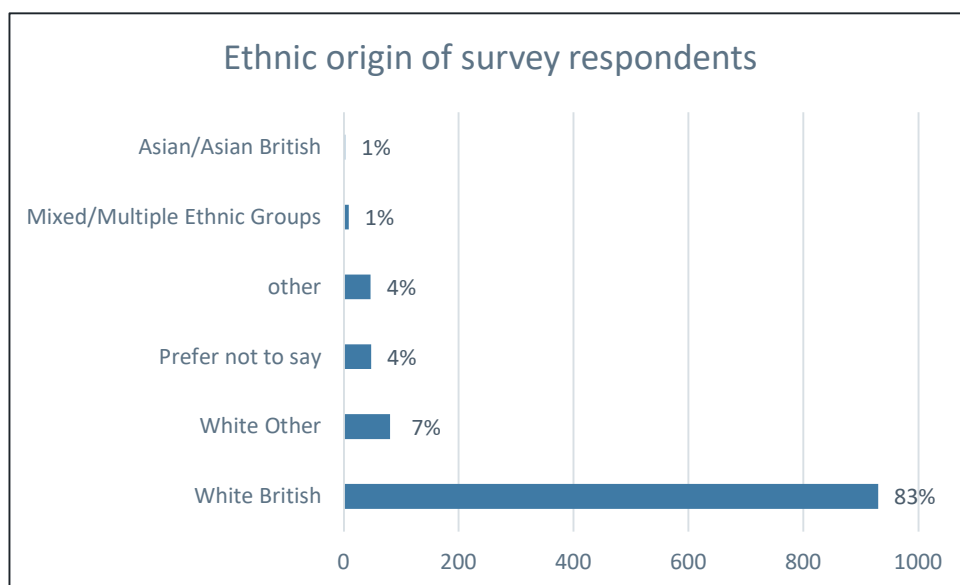
Figure 3-1 - Gender breakdown of respondents



3.4 ETHNICITY

- 3.4.1. This question allowed respondents to state their ethnic origin from a selection of multiple choice options, as well as being able to state a free text response if their ethnic origin was 'other' to what was stated as options and being able to state if they 'preferred not to say'.
- 3.4.2. The ethnic origin of the survey respondents is shown below on Figure 3-2. The most common ethnic origin was White British at 82% of respondents identifying as this.

Figure 3-2 - Ethnic origin of survey respondents



3.5 DISABILITY

- 3.5.1. This question allowed respondents to state whether they felt although they considered themselves to have a disability. 1,116 of 1,122 people responded to this question on the survey.
- 3.5.2. It was found that 19% of respondents consider themselves to have a disability, which is 216 of the overall respondents.

4 ANALYSIS OF SURVEY RESPONSES: GEOGRAPHICAL

4.1 SUMMARY

- 4.1.1. This chapter analyses the data taken from the responses of the following two questions related to respondents' geographical location: "Where do you regularly travel from?" and "Where do you regularly travel to?".

4.2 RESPONDENTS ORIGIN AND DESTINATION DATA

- 4.2.1. Respondents were able to choose their most common origin and destination location, this has been used to assign every respondent to one of the five bus corridors from the consultation. For some respondents their journey means they encounter multiple corridors, and this has also been considered. The number of respondents per corridor is provided in later chapters.
- 4.2.2. Origin and destination information for each of the nine key locations is shown in Table 4-1. There is some discrepancy where respondents left a blank response or named their origin and destination as the same place.
- 4.2.3. The data shows that the majority of respondents originate from Dunfermline and that additionally Dunfermline, as well as Kirkaldy and St Andrews, are popular destination locations. Respondents were limited to the selection of key origin and destinations aligned to each corridor.

Table 4-1 – Respondents journey origin and destination data

Key Location	Origin	Destination
Cowdenbeath	94	22
Cupar	106	39
Dunfermline	244	290
Ferrytoll	52	106
Glenrothes	157	133
Kincardine	28	13
Kirkaldy	167	199
Leven	126	68
St Andrews	119	192

- 4.2.4. Additionally, the data showed that the most common journeys were from Dunfermline to Dunfermline (travel in around this single location) with 98 respondents completing this journey the most often. As well as Cowdenbeath to Dunfermline (59 respondents) and Dunfermline to Ferrytoll (47 respondents).

5 ANALYSIS OF SURVEY RESPONSES: TRAVEL BEHAVIOUR

5.1 SUMMARY

5.1.1. This Chapter outlines the data generated from the responses to the travel behaviour survey questions. This includes outlining the reasons people travel, how often they travel, the transport mode used and the reasoning for the type of transport mode used.

5.2 REASON FOR TRAVEL

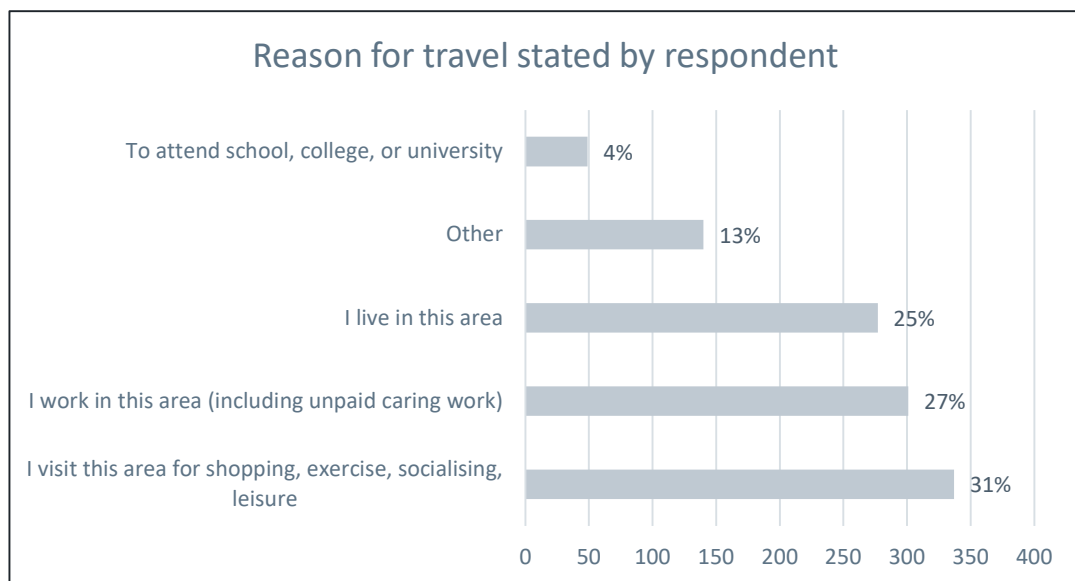
5.2.1. This question asked the respondent what their journey purpose was when travelling between their origin and destination.

5.2.2. The results for this question are shown below on Figure 5-1.

5.2.3. The most common reason for a respondent to take a journey is due to visiting an area that has access to shopping, exercise, social and leisure facilities, 31% (337 respondents) stated this.

5.2.4. It is important to note that 27% of these journeys are respondents that travel to work, the second most common reason for respondents journeys.

Figure 5-1 - Reason for travel stated by respondent



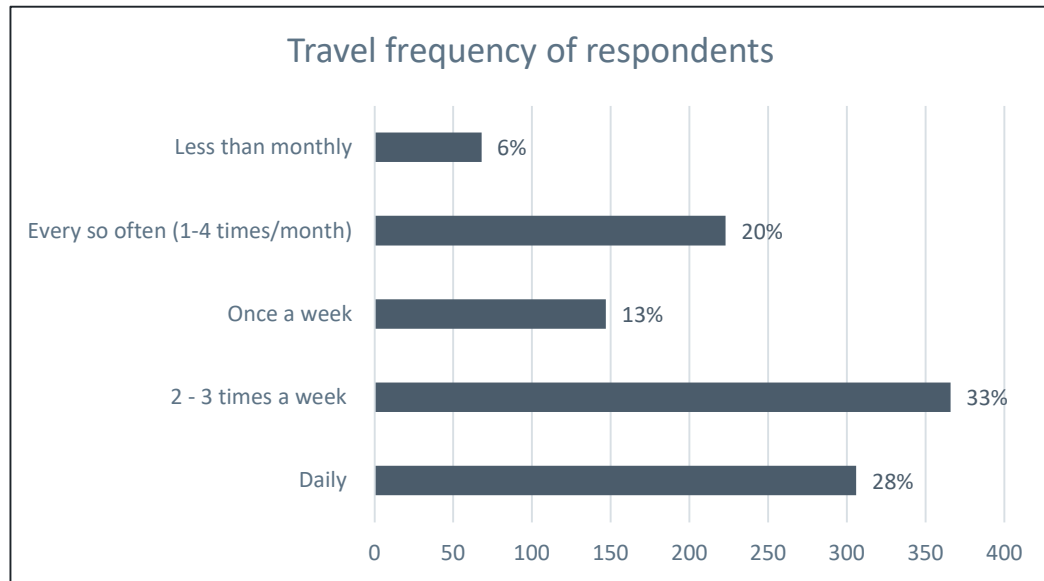
5.3 FREQUENCY OF TRAVEL

5.3.1. This question asked the respondent to state how frequently they make their stated journey, the journey the respondent stated they take in the geographical questions section (origin to destination).

5.3.2. 1,110 out of 1,122 of the respondents gave a response for this question. The results for this question are shown on Figure 5-2.

5.3.3. The results show that the most common frequency that the respondents take their stated journey is '2 to 3 times a week', 33% (366 respondents) travel this often. Only 6% (68 respondents) travel in the area least frequently, at a rate of 'less than monthly'.

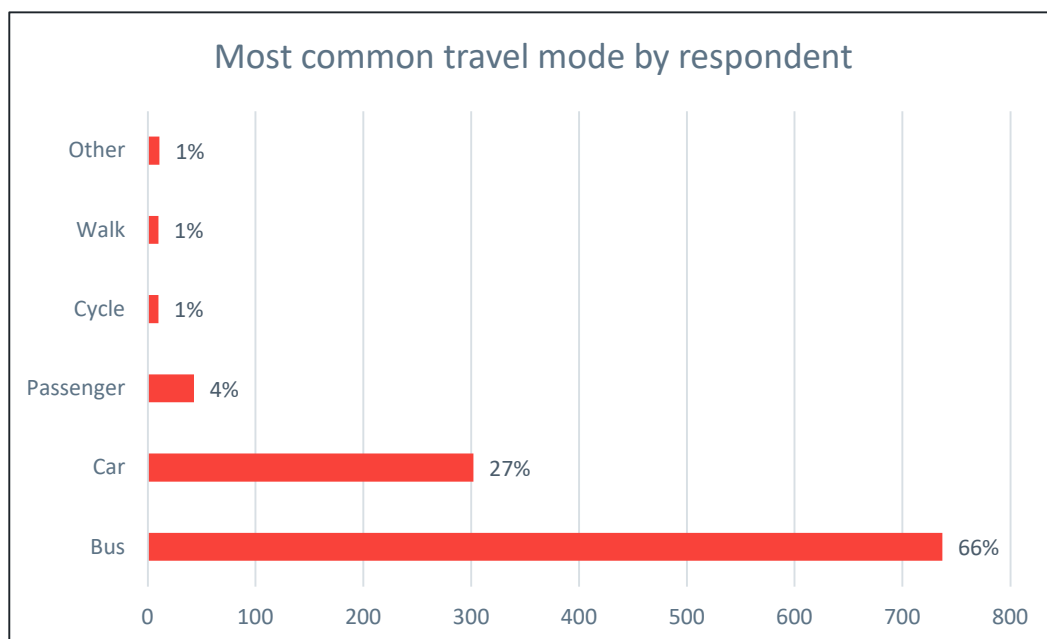
Figure 5-2 - Travel frequency of respondents



5.4 TRANSPORT MODE

- 5.4.1. The next question allowed respondents to state what their most common travel mode is. 1,113 out of 1,122 of respondents provided an answer for this question. The results are shown in Figure 5-3.
- 5.4.2. The most common transport mode was via bus travel at 66% (737 respondents). The next most common travel mode was via car, around 30% of the respondents travel this way either as a driver or passenger.

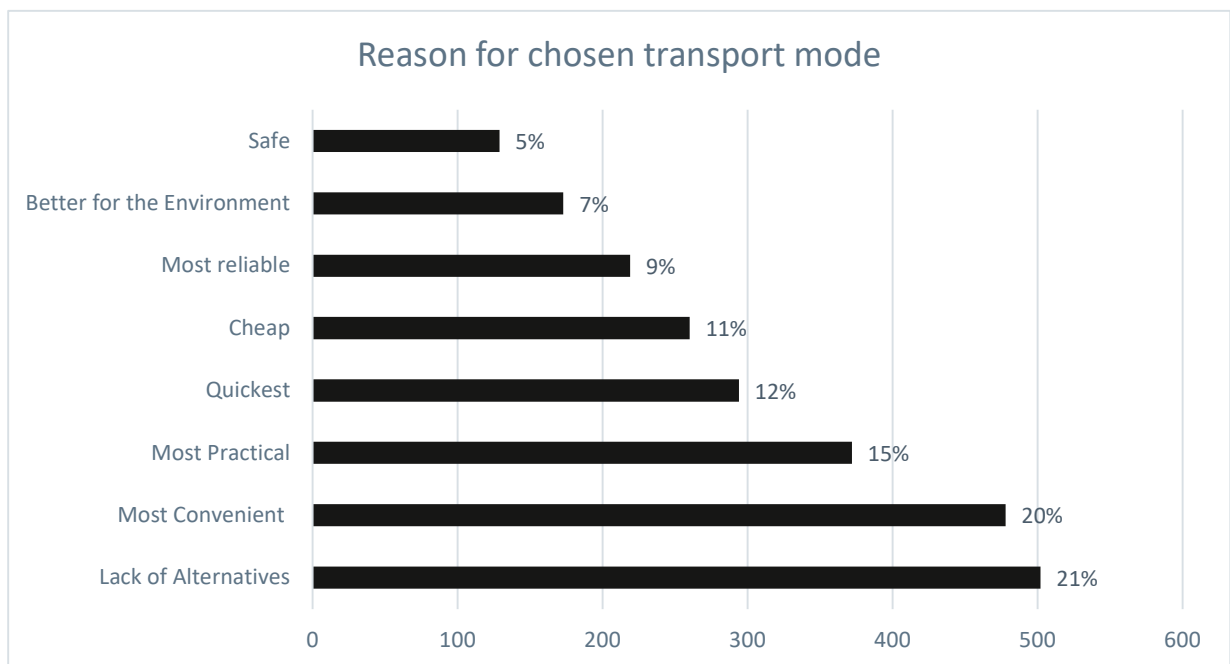
Figure 5-3 - Most common travel mode by respondent



5.5 REASON FOR TRANSPORT MODE

- 5.5.1. This question outlines the reasons why respondents make a journey via their specified transport mode. This question allows multiple responses per respondent.
- 5.5.2. The number of overall responses for each reasoning is shown on Figure 5-4.
- 5.5.3. The most chosen multiple-choice option for this question was the lack of alternatives when it comes to the transport mode the respondents choose. This was mentioned 500 times by respondents.
- 5.5.4. Additionally, the second most frequently chosen reason for respondents choosing their specific transport mode is due to the transport mode being most convenient transport.

Figure 5-4 - Reason for chosen transport mode



6 ANALYSIS OF SURVEY RESPONSES: BUS TRAVEL

6.1 SUMMARY

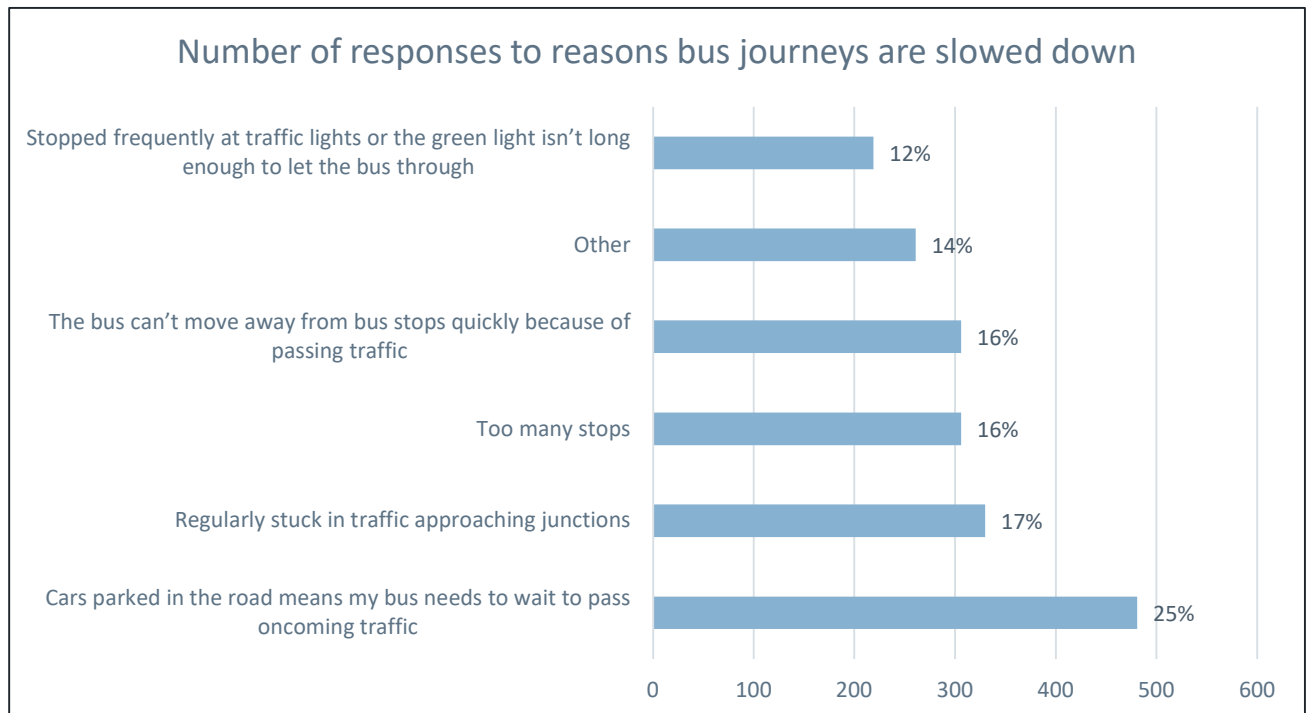
- 6.1.1. This Chapter reviews the responses for the bus travel related questions. There are some general, scheme wide, key headlines outlined at the start of this chapter. The origin and destination information provided in the survey has been used to assign survey responses to each of the five corridors to provide an insight into the bus travel opportunities and problems by corridor.

6.2 KEY HEADLINES OF BUS TRAVEL RESPONSES

What do you think are the problems that slow bus journeys down?

- 6.2.1. This question allowed there to be multiple options selected per respondent as well as there being a free text option to add additional information.
- 6.2.2. For the multiple choice questions 1,045 out of 1,122 respondents chose options to the question. The results for this are shown below on Figure 6-1.
- 6.2.3. The headline results from the respondents highlight the key problems that people believe slow down bus journeys:
- The most common reason stated by respondents as an issue that slows bus journeys down was due to cars parked on the roads causing delays due to access and traffic flow issues caused by this. 42% of respondents stated this reason.
 - The second most common reason stated by respondents as an issue that slows bus journeys down is due to traffic related issues. 36% of respondents stated this reason.

Figure 6-1 - Number of responses to reasons bus journeys are slowed down



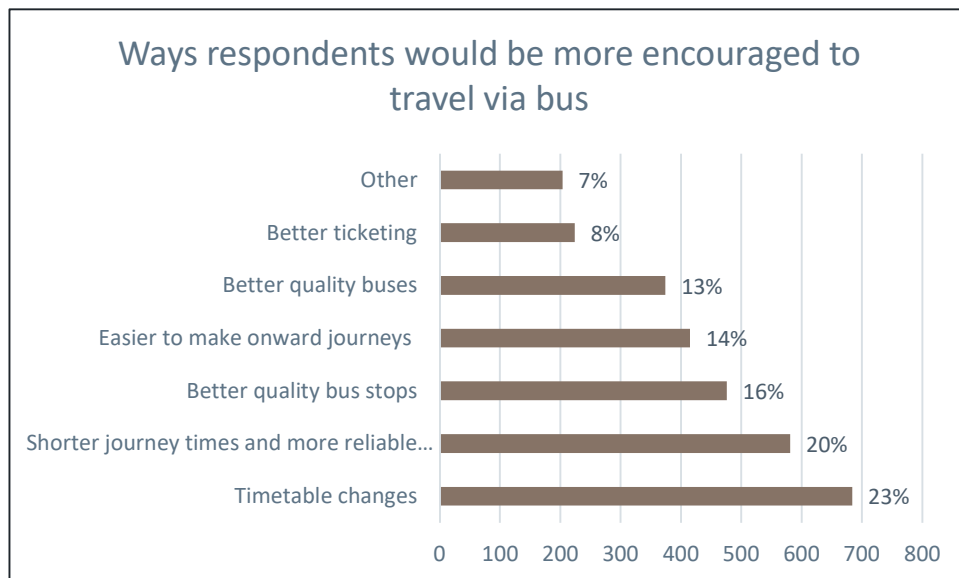
Free text responses

- 6.2.4. 235 respondents, 21% of overall respondents, used the free text opportunity to leave additional response regarding reasons they believe bus journeys are slowed down.
- 6.2.5. Key headlines are as follows:
- 51 respondents stated that the main reason they believe that buses are slowed down is due to the length of the journey, stating that routes are indirect, take detours/loop back in same area or poor connecting routes cause a long journey for a traveller.
 - 13 respondents stated that the main reason they believe that buses are slowed down is due to the bus breaking down or having faults.

What would encourage you to use the bus more often?

- 6.2.6. This question allowed there to be multiple options selected per respondent as well as there being a free text option to add additional information.
- 6.2.7. For the multiple-choice questions 1,107 out of 1,122 respondents chose options to the question. The results for this are shown in Figure 6-2.
- 6.2.8. The headline results from the respondents shows opportunities to encourage further travel or improve existing travel:
- 62% (684) of respondents believed they would be more encouraged to travel via bus if there were improvements made to bus timetabling and scheduling; and
 - 52% (580) of respondents believed they would be more encouraged to travel via bus if bus journey times were shorter and journeys were more reliable.

Figure 6-2 - Ways respondents would be more encouraged to travel via bus



Free text responses

- 6.2.9. 186 respondents, 17% of overall respondents, used the free text opportunity to leave additional response regarding reasons they would be more encouraged to travel via bus.

6.2.10. Key headlines are as follows:

- Cost was mentioned by 48 separate people as being a main reason they currently aren't encouraged to use the bus often. Respondents mentioned improvements to ticketing was needed, reduced fares and inter-regional ticket introduction; and
- Reliability was mentioned, by 18 separate people, as being a main reason, they aren't encouraged to use the bus often. Respondents feel that aside from arriving late, cancelled services and regular bus breakdowns and faults were also contributing to poor bus reliability.

Is there anything else you would like to tell us about buses in your area? (free text only)

6.2.11. 637 respondents, 57% of overall respondents, used the free text opportunity to add any additional comments they felt were important to outline regarding buses in their area.

6.2.12. Key headlines are as follows:

- Connectivity/intermodal connectivity was mentioned, by 130 separate people, as being a main improvement respondents want to see in their area. Respondents want services that connect to cities/towns further away, connect to those in rural villages and to other transport modes such as train stations;
- Frequency was mentioned, by 82 separate people, as being a main improvement respondents want to see in their area. Respondents would like to see some services running more frequently than one hour, some services running on Sundays or buses needing to run during school hours as some services terminate/re-direct to serve schools; and
- Reliability was mentioned, by 81 separate people, as being a main improvement respondents want to see in their area. Respondents would like to see services arriving on time more often, reduced cancellations or more reliable buses that do not breakdown or experience faults as often.

6.3 BUS TRAVEL RESPONSES PER CORRIDOR

6.3.1. The section of the report looks into the bus travel question responses to provide a more detailed view into the problems and opportunities at a local level. The survey responses for the five stated corridors from the consultation, listed below, have been disaggregated to allow an analysis of the results by corridor.

6.3.2. The five bus corridors are:

- Kincardine to Cowdenbeath
- Glenrothes to Leven
- Cupar to Kirkcaldy
- Dunfermline to Ferrytoll
- Kirkaldy to St Andrews

6.3.3. The information taken from the origin and destination geographical questions has been used to allocate survey responses to the relevant corridor or multiple corridors (where respondents complete their journey across several of the selected areas).

KINCARDINE TO COWDENBEATH CORRIDOR

6.3.4. There were 407 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-1.

Table 6-1 – Kincardine to Cowdenbeath headline results for bus travel responses

Kincardine to Cowdenbeath headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> 40% (163) of respondents in this corridor believed that parked cars are a main issue 29% (118) of respondents in this corridor believed that being regularly stuck in traffic is a big issue 	<ul style="list-style-type: none"> Respondents feel although bus change overs between drivers or driver punctuality is a main reason for buses slowing down For this corridor many people state that bus reliability affects journey time, buses arriving late or not arriving at all
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> 57% (235) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made 48% (198) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable 	<ul style="list-style-type: none"> Over 20 respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus Some respondents in this area would like more direct routes or routes that serve them - Woodmill, Crossgates, Mossgreen and Dalgetybay all mentioned
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> The need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor Quality of bus cleanliness or facilities (like disabled access or toilets) is frequently mentioned as an area of improvement needed Frequent mentioned of more direct buses needed, Cowdenbeath to Inverkeithing mentioned as well as better links to Dunfermline generally

GLENROTHES TO LEVEN CORRIDOR

6.3.5. There were 189 respondents whose journeys involved this corridor. The key data taken from these respondents is shown Table 6-2.

Table 6-2 – Glenrothes to Leven headline results for bus travel responses

Glenrothes to Leven headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> 50% (95) of respondents in this corridor believed that parked cars are a main issue 27% (51) of respondents in this corridor believed that having to frequently stop at bus stops is an issue 	<ul style="list-style-type: none"> Respondents feel although bus change overs between drivers or driver punctuality is a main reason for buses slowing down Road works, traffic and parked cars is mentioned frequently in the free text responses. Narrow streets with parked cars stop buses in traffic frequently also
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> 63% (120) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made 54% (102) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable 	<ul style="list-style-type: none"> Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> It is mentioned by multiple respondents for there to be a more regular bus service to Leven The need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor

CUPAR TO KIRKCALDY CORRIDOR

6.3.6. There were 288 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-3.

Table 6-3 – Cupar to Kirkcaldy headline results for bus travel responses

Cupar to Kirkcaldy headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> 43% (124) of respondents in this corridor believed that parked cars are a main issue 29% (84) of respondents in this corridor believed that being regularly stuck in traffic is a big issue 	<ul style="list-style-type: none"> Respondents feel their services are not direct enough and therefore take longer than they should It is also stated by respondents in this corridor that they see many bus cancellations, making them arrive late at their destination
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> 60% (175) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made 58% (164) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable 	<ul style="list-style-type: none"> Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus Respondents would like improved reliability for confidence in the bus services they travel on
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> Improved connectivity between multiple bus services is mentioned as well as requests to capture more areas on bus routes – including Madras College in Cupar, Woodside and Gateside

DUNFERMLINE TO FERRYTOLL CORRIDOR

6.3.7. There were 273 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-4.

Table 6-4 – Dunfermline to Ferrytoll headline results for bus travel responses

Dunfermline to Ferrytoll headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> 39% (106) of respondents in this corridor believed that parked cars are a main issue 36% (99) of respondents in this corridor believed that being regularly stuck in traffic is a big issue 	<ul style="list-style-type: none"> Traffic is an issue brought up by respondents in the free text responses, noting it is a key reason bus journeys are slowed down Over filled buses are a mentioned issue, constant stops or time taken to pay for tickets
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> 61% (168) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made 52% (144) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable 	<ul style="list-style-type: none"> Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus More frequent bus services for convenience are mentioned by respondents
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> The need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor Reliability of bus services is frequently mentioned as an issues

KIRKCALDY TO ST ANDREWS CORRIDOR

6.3.8. There were 324 respondents whose journeys involved this corridor. The key data taken from these respondents is shown on Table 6-5 below.

Table 6-5 – Kirkcaldy to St Andrews headline results for bus travel responses

Kirkcaldy to St Andrews headline results for bus travel responses		
Question	Multiple choice key headlines	Free text key headlines
What do you think are the problems that slow bus journeys down?	<ul style="list-style-type: none"> 47% (152) of respondents in this corridor believed that parked cars are a main issue 26% (84) of respondents in this corridor believed that a main issue is bus priority and not being able to leave bus stops quickly due to traffic 	<ul style="list-style-type: none"> Buses being unreliable and turning up late for travellers X60 mentioned specifically multiple times as a bus service which is advertised as an express bus but is not reliable to travellers and has a long route
What would encourage you to use the bus more often?	<ul style="list-style-type: none"> 67% (217) of respondents stated they would be more encouraged to use bus travel if there were bus timetable changes made 50% (163) of respondents stated they would be more encouraged to use bus travel if bus journey times were shorter and arrival times were more reliable 	<ul style="list-style-type: none"> Respondents for this corridor mentioned fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus Access to timetable times is mentioned, for people that do not have access to a smartphone
Is there anything else you would like to tell us about buses in your area? (free text only)		<ul style="list-style-type: none"> Quality of buses is mentioned by respondents, including cleaner buses, the need to reduce anti-social behaviour and improve accessibility More buses to and from Crail, Cardenden and Cellardyke is mentioned by multiple respondents

7 ANALYSIS OF SURVEY RESPONSES: NON-BUS USERS

7.1 SUMMARY

- 7.1.1. An important aspect of the consultation is determining reasons why non-bus users may not currently travel by bus.

7.2 KEY HEADLINE DATA FOR NON-BUS USERS

- 7.2.1. In this consultation, 386 respondents stated that they do not travel primarily via bus.
- 7.2.2. One question in the consultation asked, '**Why do you choose to travel this way?**'. Respondents were able to choose multiple responses. The headline data for non-bus users in response to this question are stated below:
- The most common reason the non-bus users travel via their chosen transport mode is due to it being the most convenient transport mode for the respondent. Out of the 377 non-bus user respondents that answered this question, 62% stated this as a reason.
 - The second most common reason the non-bus users travel via their chosen transport mode is due to it being the most reliable transport mode for the respondent. Out of the 377 non-bus user respondents that answered this question, 45% stated this as a reason.
- 7.2.3. Another question in the consultation asked, '**What would encourage you to use the bus more often?**'. Respondents were able to choose multiple responses, as well as state 'other' improvements in free text. The headline data for non-bus users in response to this question are stated below:

Multiple choice responses

- The most common change that would encourage non-bus users to travel by bus at all or more often was if bus journey times were shorter and if they had more reliable arrival times. Out of the 375 non-bus user respondents that answered this question, 59% stated this as an improvement they would be encouraged by.
- The most common change that would encourage non-bus users to travel by bus at all or more often was if there were improvements to timetabling, by creating more frequent services or at earlier/later times in the day. Out of the 375 non-bus user respondents that answered this question, 58% stated this as an improvement they would be encouraged by.

Free text responses

- The free text responses for this question showed many common themes from the non-bus user respondents. The most common theme was outlining the need for shorter journey lengths, out of the 99 non-bus users who left a free answer 30% stated this.
- The second most common theme from non-bus users was outlining the need to reduce ticket costs and to let them be more affordable. Out of the 99 non-bus users who left a free answer 27% stated this.

- 7.2.4. Another question in the consultation asked, '**Is there anything additional you would like to discuss about buses in your area?**'. This was an entirely free text response opportunity for the respondents. The headline data for non-bus users in response to this question are stated below:

- The free answer responses for this question showed many common themes from the non-bus user respondents. The most common theme was outlining the need for better connectivity to different areas of Fife, out of the 248 non-bus users who left a free answer 17% stated this.
- The second most common theme from non-bus users was outlining the need to reduce ticket costs and to let them be more affordable. Out of the 248 non-bus users who left a free answer 15% stated this.

8 ANALYSIS OF SURVEY RESPONDENTS: 21 AND UNDER TRAVELLERS

8.1 SUMMARY

- 8.1.1. Fife Council are focusing on improving bus travel for those aged 21 and under in response to free travel being available for people in this age group. This survey provided age information of the respondents; therefore, the following section analyses the responses from those in both the 0 to 15 and 16 to 21 categories.

8.2 KEY HEADLINE DATA

- 8.2.1. There were 86 respondents aged 21 and under in this survey consultation.
- 8.2.2. Below is a list of key headlines data taken from the multiple-choice options in the travel behaviour and bus travel questions:
- 89% of those aged 21 and under in this consultation travel primarily by bus, the main reasons for this are due to it being the most convenient (37%) and cheap (42%) travel mode for the young respondents.
 - 40% of those aged 21 and under in this consultation believe that parked cars are a main reason why bus journeys are slowed down as well as 39% outlining general regular traffic as an issue also.
 - 65% of those aged 21 and under in this consultation would be more encouraged to use the bus if bus routes were shorter and more reliable as well as if buses were of better quality (61%).
- 8.2.3. 46 out of 86 respondents left a free text explanation. These responses included:
- Increased frequency of specific services across Fife, including the services 19, X24, and X59
 - Unreliability is mentioned often, causing delays to get to employment and education
 - Later bus times and Sunday services is mentioned also, respondents have emphasised that later services in the evening provide a level of safety

9 ANALYSIS OF SURVEY RESPONSES: HOW RESPONDENTS HEARD OF THE CONSULTATION

9.1 SUMMARY

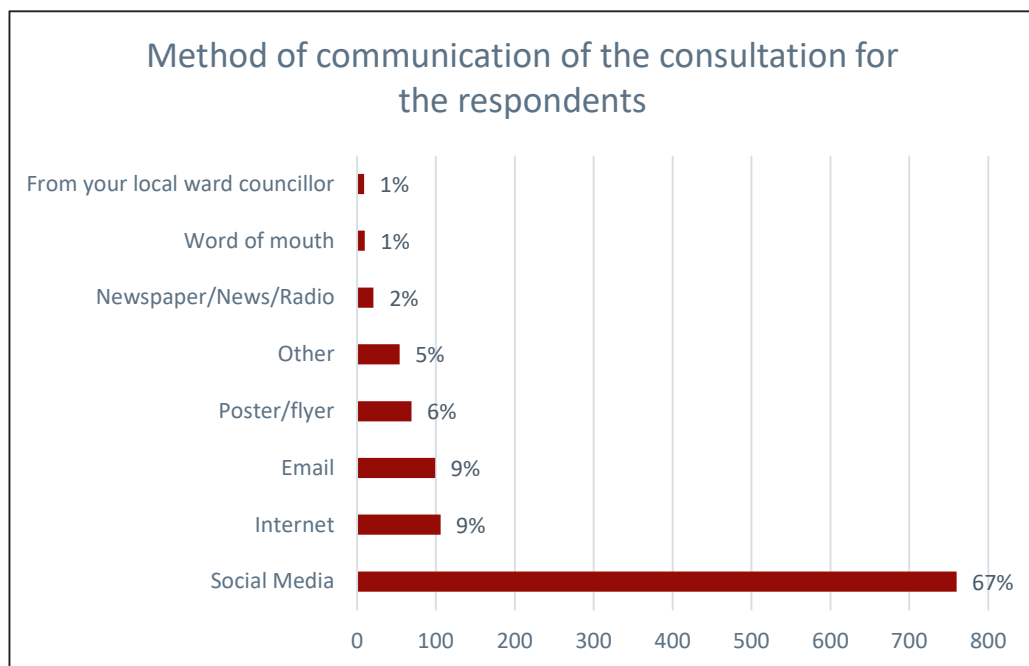
9.1.1. The final question on the survey asked the respondent how they heard of or were contacted about the consultation. This part of the survey received a full number of responses – 1,122.

9.2 MULTIPLE CHOICE RESPONSES

9.2.1. This question allowed the option of a multiple-choice selection for the respondent, multiple options could be selected if a respondent had found out about the consultation in multiple ways.

9.2.2. The results of these multiple-choice responses are shown below in Figure 9-1. The data shows that 70% of respondents heard of the consultation via social media and that via local ward councillor was the least common reason.

Figure 9-1 - Method of communication of the consultation for the respondents



9.3 FREE TEXT RESPONSES

9.3.1. It is important to note that 36 separate respondents noted a free text option of how they heard of the consultation. These other options are listed below:

- Local bus station
- College or school
- Village website
- People's panel
- Equality collective

10 CONSULTATION RESULTS SUMMARY

10.1 SUMMARY OF DEMOGRAPHIC RESPONSES

- 10.1.1. The demographic make-up of the respondents first showed there to be a larger proportion of female respondents in comparison to male respondents at almost double the amount.
- 10.1.2. Secondly, the most common age group for a respondent was 40 to 59 at 37% of respondents and the least most common age was those under the age of 15.
- 10.1.3. Additionally, the ethnic origin of respondents was heavily White British at 82%.
- 10.1.4. Lastly, it was found that 19% of respondents consider themselves to have a disability, which is 216 of the overall respondents.

10.2 SUMMARY OF GEOGRAPHICAL RESPONSES

- 10.2.1. The information stating the geographical origins of the respondents showed Dunfermline to be where most respondents begin their journey, second to Kirkcaldy. The information stating the geographical destinations of respondents showed Dunfermline to be where most respondents complete their journey, with Kirkcaldy and St Andrews being also common destinations.

10.3 SUMMARY OF TRAVEL BEHAVIOUR RESPONSES

- 10.3.1. The travel behaviour questions allowed us to understand key information about our respondents. It was found the most common travel mode amongst the respondents was via bus travel, second to car travel. It was found that most of the respondents journeys were made for employment or leisure purposes and that journeys were made most commonly 2-3 times a week by respondents.

10.4 SUMMARY OF BUS TRAVEL RESPONSES

- 10.4.1. The responses from the survey regarding bus related questions had many key themes for both scheme wide and corridor specific responses.
- 10.4.2. Firstly, the issue of bus journeys being slowed down or not being as efficient as they could be, was outlined as problem associated with cars parked on the roads causing disruption and congestion on bus routes. Across the survey 42% of people stated parked cars as a key reason for issues on the bus corridors, the Glenrothes to Leven corridor particularly showed this, as half the respondents associated to this corridor agreed with this statement. Additionally, the issue of traffic was outlined the second most often by respondents, partially for the Dunfermline to Ferrytoll corridor, with 36% of the full survey of respondents stating this as a problem.
- 10.4.3. Secondly, when it came to respondents stating what opportunities for improvements may encourage them to use the bus or travel more frequently by bus, there was once again similar trends across the corridors from the respondents. The most common response, with 62% of the responses, stated the needed to create better bus schedules and timetables to encourage more bus travel. Respondents want more frequent buses, buses on a weekend, buses running into the late evening and better connectivity between other linking buses. The Kirkcaldy to St Andrews corridor showed that 67% of respondents in these areas wanted to see this change. The second most common need was to shorten bus journey times and improve reliability of buses, this was mentioned by 52% of respondents.

- 10.4.4. Lastly, the free text responses for anything additional the respondents wanted to outline relating to improved bus travel or problems facing bus travel, showed common themes also. The main themes were the need for fixing ticketing issues and reducing ticket cost would encourage respondents to travel via bus, the need for more bus services to run later in the evening and on Sundays is mentioned very frequently in the free text responses for this corridor, and improved reliability of bus services is frequently mentioned as an issue.

10.5 SUMMARY OF 21 AND UNDER RESPONSES

- 10.5.1. It was found that the greater majority of respondents aged 21 and under travel via bus mode more so than other methods of transport, at 89% of respondents travelling this way. Similar to that of the rest of the respondents, the younger respondents felt the key causes of slower bus journey were cars parked on the roads and regular traffic issues.
- 10.5.2. Additionally, they strongly believed that by decreasing journey times, improvement to timetables and frequency, as well as improved reliability, will all be encouraging factors when it comes to bus travel.

10.6 SUMMARY OF NON-BUS USER RESPONSES

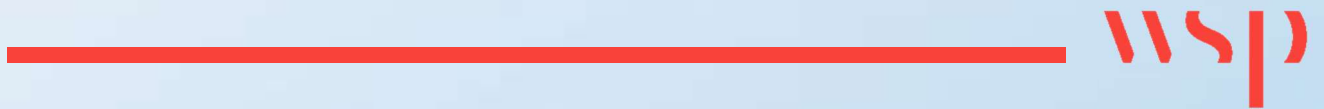
- 10.6.1. It was found that for respondents who do not use buses as a primary mode of travel, 34% of respondents, that the main reason they travel this way is due to convenience and reliable.
- 10.6.2. For non-bus users, the key reasons stated that would encourage them to use bus travel more would be improvements to reliability and timetabling.
- 10.6.3. Finally, non-bus users were able to state, in free answer response, anything additional that the respondent wanted to state about buses in their area. Key themes from these responses showed the need for better connectivity across the area as well as making bus travel more affordable.

10.7 SUMMARY OF HOW RESPONDENTS HEARD OF CONSULTATION

- 10.7.1. The survey results showed that of all the methods of communication, social media was the most common way the consultation was communicated to a respondent. It was also found that additional methods of communication were stated, for example colleges and bus stations were an additional area where information on the consultation was found.

Appendix A

PAPER AND ONLINE CONSULTATION SURVEY QUESTIONS



Tell us how we can Make Bus Journeys Better in Fife

What is your age?

- ☐ 15 and under
- ☐ 16 - 21
- ☐ 22 - 39
- ☐ 40 - 59
- ☐ 60 - 79
- ☐ 80 and over
- ☐ Prefer not to say

What is your ethnic origin?

- ☐ Asian / Asian British
- ☐ Black / Black British
- ☐ Mixed / Multiple Ethnic Groups
- ☐ White British
- ☐ White Other
- ☐ Other
- ☐ Prefer not to say

Do you identify as:

- ☐ Female
- ☐ Male
- ☐ Other
- ☐ Prefer not to say

Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

What are the first four characters of your postcode*? (e.g. KY12)

Where do you regularly travel*? (Choose the closest location)

From:

- ☐ Cowdenbeath
- ☐ Kincardine
- ☐ Cupar
- ☐ Kirkcaldy
- ☐ Dunfermline
- ☐ Ferrytoll
- ☐ Glenrothes
- ☐ Leven
- ☐ St Andrews

To:

- ☐ Cowdenbeath
- ☐ Kincardine
- ☐ Cupar
- ☐ Kirkcaldy
- ☐ Dunfermline
- ☐ Ferrytoll
- ☐ Glenrothes
- ☐ Leven
- ☐ St Andrews

Why do you make this journey?

- ☐ I live in this area
- ☐ I visit this area for shopping, exercise, socialising, leisure
- ☐ To attend school, college, or university
- ☐ I work in this area (including unpaid caring work)
- ☐ Other

Why do you choose to travel this way? (choose all that apply)

- ☐ Quickest
- ☐ Most convenient
- ☐ Most reliable
- ☐ Safe
- ☐ Cheap
- ☐ Most practical
- ☐ Better for the environment
- ☐ Lack of alternatives

How often do you do this journey?

- ☐ Daily
- ☐ 2-3 times a week
- ☐ Once a week
- ☐ Every so often (1-4 times a month)
- ☐ Less than monthly

How do you usually make this journey?

- ☐ Bus
- ☐ Car/Van as driver
- ☐ Car/Van as passenger (including Taxis)
- ☐ Cycle
- ☐ Walk/wheelchair/mobility scooter
- ☐ Other

*This information is anonymous and helps us understand the areas where people use the bus most. Information on how we use and look after your personal data can be found within the Council's privacy notice: www.fife.gov.uk/privacy

Please return this survey to your local bus station/park and ride.
You can find more information online at fife.gov.uk

Developed in partnership with:



Tell us how we can Make Bus Journeys Better in Fife

What do you think are the problems that slow bus journeys down?

(choose all that apply)

- ☐ Regularly stuck in traffic approaching junctions
- ☐ Stopped frequently at traffic lights or the green light isn't long enough to let the bus through
- ☐ The bus can't move away from bus stops quickly because of passing traffic
- ☐ Cars parked in the road means my bus needs to wait to pass oncoming traffic
- ☐ Too many stops
- ☐ Other:

What changes do you think will make it easier and more attractive for you to use the bus more often? (choose all that apply)

- ☐ Better quality buses - low emission vehicles, better accessibility for wheelchairs, more frequent cleaning, comfier seats, more space for prams and buggies
- ☐ Easier to make onward journeys - space to take my bike on board, stops at locations where I can easily switch services
- ☐ Timetable changes - more frequent buses, buses earlier and/or later in the day
- ☐ Better ticketing – easier to understand ticket options, tap on/tap off technology, capped fares, multi operator tickets
- ☐ Better quality bus stops – live bus times, better shelter from weather, more lighting, CCTV
- ☐ Other:

Is there anything else you would like to tell us about buses in your area?

How did you find out about this consultation?

- | | |
|---|--|
| <input type="checkbox"/> Newspaper / news / radio | <input type="checkbox"/> Poster or flyer at the bus stat |
| <input type="checkbox"/> Email | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Social media | <input type="checkbox"/> Other |
| <input type="checkbox"/> Internet | |

Please return this survey to your local bus station/park and ride.
You can find more information online at fife.gov.uk

Developed in partnership with:



Making Buses Journeys Better in Fife – ONLINE QUESTIONNAIRE

What is your age?

- 15 and under
- 16 - 21
- 22 - 39
- 40 - 59
- 60 - 79
- 80 and over
- Prefer not to say

Do you identify as:

- Female
- Male
- Other
- Prefer not to say

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

What is your ethnic origin?

- Asian / Asian British
- White British
- Black / Black British
- White Other
- Mixed / Multiple Ethnic Groups
- Prefer not to say
- Other, please state: _____

What are the first four characters of your postcode*? (e.g. JKY12)

*This information is anonymous and helps us understand the areas where people use the bus most.

Where do you regularly travel from*? (Choose the closest location)

[dropdown]

- Cowdenbeath
- Kincardine
- Cupar
- Kirkcaldy
- Dunfermline
- Ferrytoll

- Glenrothes
- Leven
- St Andrews

Where do you regularly travel to*? (Choose the closest location)

[dropdown]

- Cowdenbeath
- Kincardine
- Cupar
- Kirkcaldy
- Dunfermline
- Ferrytoll
- Glenrothes
- Leven
- St Andrews

*This information is anonymous and helps us understand the areas where people use the bus most.

Why do you make this journey?

- I live in this area
- I visit this area for shopping, exercise, socialising, leisure
- To attend school, college, or university
- I work in this area (including unpaid caring work)
- Other

How often do you do this journey?

- Daily
- 2-3 times a week
- Once a week
- Every so often (1-4 times a month)
- Less than monthly

How do you usually make this journey?

- Bus
- Car/Van as driver
- Car/Van as passenger (including Taxis)
- Cycle
- Walk/wheelchair/mobility scooter
- Other

Why do you choose to travel this way? (choose all that apply)

- Quickest
- Most convenient
- Most reliable

- Safe
- Cheap
- Most practical
- Better for the environment
- Lack of alternatives

What do you think are the problems that slow bus journeys down? (choose all that apply)

- Regularly stuck in traffic approaching junctions
- Stopped frequently at traffic lights or the green light isn't long enough to let the bus through
- The bus can't move away from bus stops quickly because of passing traffic
- Cars parked in the road means my bus needs to wait to pass oncoming traffic
- Too many stops
- Other: [free text]

What would encourage you to use the bus more often? (choose all that apply)

- Shorter journey times and more reliable arrival times
- Better quality buses - low emission vehicles, better accessibility for wheelchairs, more frequent cleaning, comfier seats, more space for prams and buggies
- Easier to make onward journeys - space to take my bike on board, stops at locations where I can easily switch services
- Timetable changes - more frequent buses, buses earlier and/or later in the day
- Better ticketing – easier to understand ticket options, tap on/tap off technology, capped fares, multi operator tickets
- Better quality bus stops – live bus times, better shelter from weather, more lighting, CCTV
- Other: [free text]

Is there anything else you would like to tell us about buses in your area?

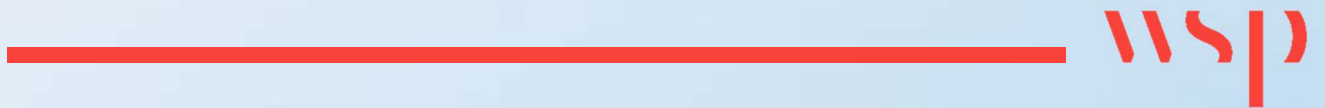
[free text]

How did you find out about this consultation?

- Newspaper / news / radio
- Email
- Social media
- Poster / flyer
- Internet
- From your local ward councillor
- Word of mouth
- Other

Appendix B

BUS TRAVEL FREE TEXT RESPONSES



Other - What do you think are the problems that slow bus journeys down? (Choose all that apply)
1) having to wait for changeover halfway (Leven) that sometimes dont exist and 2) the amount of stops also makes the journey closer to 1h45 or 2hrs - driving is around 45mins
20MPH limits everywhere - slows all traffic down unnecessarily
39 buses that go into the Victoria hospital all go the same route through Glenrothes taking 40 minutes to arrive at the hospital. There is not a direct link to the hospital which I feel would benefit the elderly and NHS workers.
Anstruther- Far too congested with traffic. Lack of traffic control- today wall to wall cars parked at harbor, lorries double parked delivering to shops and a 48 foot coach trying to set through all that. Slows bus down or sometimes at a complete stop.,
As a kelly resident, the buses to Cowdenbeath are confusing and also as bay travel covers these routes you have to buy a separate ticket from stagecoach. Would be helpful if these companies could collaborate in some way on day/weekly tickets
Bad timing between connections and inconvenient placing of bus stops with no pavements for pedestrians to use to access the stops
Badly designed routes
Because some of the roads are so narrow as fife council thought it was a great idea to take a chunk of the road away so there's no room for buses and lorries and cars to pass safely along side each other
Being late
breakdowns of very elderly buses - many of the no. 95s are over 20 years old and often breakdown
Broken down,
Bus does not run on time, This has been going for over a month now
Bus drivers are terrible
Bus drivers just having a casual chat like there is no hurry when changing drivers.
Bus drivers not sticking to time table
Bus is always late!,
Bus nearest has tk come tomorrow leven by time it comes go rosyth often delayed not reliable .previously had number 19 every 10 minutes would use bi's more often as normally travelling from Rosyth to dunfermline
Bus nearly always late/broken down (#4)
Bus not turning up.,
Bus regular get cancelled. So I cannot plan how I am getting home that day.
Bus regularly cancelled
Bus route not great
Bus services cancelled
Bus stops nearer local shops like Holbeach asda
Bus time is excellent. It is the ridiculous cost to pay £9.50 for a round trip of 24 miles.
Buses always late and 50% of the time they don't turn up
Buses are late and have an impact on being late for college
Buses are regularly cancelled due to lack of drivers

Buses are too infrequent after 6pm (19 bus) so more people fight for a seat. Most days I need to wait 30 mins just for the bus to arrive at Halbeath. Larger buses means a larger capacity. Ppl take too long to board/pay. Advertise smart card more for haste
Buses arriving late, buses cancelled
Buses breaking down due to not being fixed properly
Buses breaking down on journeys
Buses don't connect from Burntisland to Halbeath where I want to go
Buses don't take direct routes. For most 'Express' routes they now act as a predominant 'Town Service' slowing the service down.
Buses getting cancelled last minute
Buses keep breaking down on 7b route
Buses need to stop pulling out Infront of traffic it's going to cause a serious accident,also bus drivers need to learn some manner and respect,
Buses not turning up
Buses not turning up. So making others late
Buses often held up by roadworks when one direction is closed as there is only one lane in each direction of travel, traffic quickly builds up.,
Buses rarely leaving glenrothes on time to come through to cupar, staffing issues, i have noticed on occasions drivers at st andrews come to allow people to board at the time the bus is meant to depart.
Buses seem to break down quite often are fairly old and unreliable. Timetable has big gaps on weekdays.
Buses stop for 10 mins for no reason at stops
Buses withdrawn without warning. Lack of communication at bus stations, info only available on Twitter not Facebook
Buses would be quicker if drivers didn't have to spend time selling tickets
Busses never arrive and if they arrive early they just leave
Busses to impractical to know if they are slow
Camdean Rosyth. No timetable
Cancellation of routes
Card machines on the bus never working properly. It holds up so many passengers boarding the bus quickly.
Cause they let other busses out at junctions ect. Don't know why they run slow cause I see them speed all the time in 20 and 30 zones
Circuitous routes
Cost is more to travel by bus
Could choose a better route the East Neuk to Leven route is extremely slow
Cycle lanes coming out of Edinburgh reducing road to 1 lane & adding additional stops through Duloch for Glasgow bus
Detours around rosyth on 7 and 7b
Diversion through Cowdenbeath
Does not exist
Doesn't turn up on time or not any notice of it not being on
Driver change and unexpected bus cancellations

Driver changeovers where the next driver will not come out to the bus until it's actually time to leave
Driver having SMOKE breaks
Driver hesitates,
Drivers attitude
Drivers being ill and lack of staff, cancelling services without any notice
Drivers getting off to smoke/vape
Drivers handover at bus stations
Drivers smoke breaks
Drivers/buses being late or cancelled
Due to staff shortages they need more drivers on the buses
Dunfermline to Glasgow bus has too many people on it, need a bus that's solely for Dunfermline to Glasgow, and not from St Andrews, via Dunfermline to Glasgow. So many people cannot get on bus during busier days
Frequency and times. Doesn't get in for the hour so often late to work
Frequent breakdowns
Fumbling visitors buying their tickets. Need the equivalent of a London Oyster Card in Leven and St. Andrews in Fife!,
Going through Cowdenbeath
Having the driver issue paper tickets. There should be a travel "Oyster" card,
Having to make multiple changes on what should be a short journey
I actually live in Torryburn and we need the 3:19 bus service to Dunfermline restored. It's a nightmare trying to work hospital and dental appointments
I don't know
I have found the bus to and from Kingsbarns where I live to be excellent but only use in evenings when socialising
I have no idea. I never use the busses because they are infrequent, slow and unreliable.
I live half the week in Crail and half the week in Edinburgh - the X60 or X59 are often late but there is no one problem that causes this - traffic issues in Edinburgh caused by sporting events, tourist events, weather events, police incidents etc etc
I think the lack of frequency in journeys slow them down
I travel from Banklands in Newburgh to Cupar & I have lost count on the amount of times the bus has not arrived when going to Cupar or on the return journey the bus is bigger and cannot get up the road to Banklands in Newburgh. It's a total disgrace.
In my area the buses are too big
indirect buses or lack of onward connection to places like South Gyle from Dalgety Bay
Indirect routes
Indirect routes
Infrequent service and multiple cancellations
It is a hassle with the pram on the x60/61 buses. Drivers will refuse to help build down pram as I have my infant in my arms. I then have to take the 7 bus which can take 2+ hours
It takes too long for the driver to collect fares
It's an hourly bus service where I stay. It's not here often enough and leaves the bus station in St. Andrews before any other bus gets in. The connecting service is terrible from one bus to another. Sometimes a 2 hour way intervals or if no show.

It's important to keep ALL traffic moving, not just buses. This means fewer traffic lights (e.g. Halbeath motorway roundabout), or better timings. Buses do not need special treatment if all the traffic flows properly.
its traffic
Journey isn't quick because it goes to every village
Journey not direct and quick enough
Just late
Lack of bus drivers at the moment.
Lack of buses mean many services are often cancelled or bus is full and cannot board
Lack of drivers
Lack of information about disruptions
Lateness is not problem
Limited routes, so longer to go from A to B
Little or no service from windygates to Kirkcaldy
Long routes
Long way round via coast, change at Leven
Long zone routes
Low Frequency of Service
Many reasons not just 1
My house isn't on a bus route
N/A - I don't think it's a problem..
Need change at glenrothes
NO bus alternatives
No bus from Falkland to Markinch station
No bus routes where I want to go
No direct route, 2 buses with wait time & change
No direct service
No direct service from Leven to Kincardine,
No idea
No longer a bus service with direct access to Victoria Hospital. A 20 minute journey now takes 90 minutes
No route
No service on a Sunday from the methil/methilhil area and also no service after 6pm which is not acceptable I
No Sunday Service!
No town service in my area. We used to have the no9 from Dysart to temple hall. Was withdrawn so no bus to go to asda or bingo. Temple hall have numerous buses to use
Not a direct route
Not enough 97s, not at sensible times
Not enough buses

Not enough buses
Not enough buses and currently none in the evening - ie huge gap from early tea-time until 11pm/midnight then nil till morning on the most direct route. Also during day only hourly - usually delayed.
Not enough buses in service
Not enough busses going where I need to go
Not enough busses on route
Not enough drivers
Not enough early busses so I have to arrive late or can't get to e.g. Inverkeithing train station on time
Not enough route options through small towns yet they wind through larger ones. A prime example is that towns aren't even listed in this survey in where do you make your journey from...
Not given enough time to allow for traffic
Often x59 is late or a no-show. It is vital I get to work as teach practicals at Elmwood college. The amount of times I've had to panic, ask my husband for a lift, ask colleagues to pick me up I've lost count of.
Old people taking forever to get on
On the 95 a major problem is the reliability of the buses. In the 6 months from November 2021 to May 2022 I have recorded 34 instances of faulty buses causing delays or cancellations to the 95 that were reported on the @StagecoachEScot Twitter feed
Only one bus an hour
other services run on this route either just ahead or behind the 'express' service - stop the duplication and don't have 2 or more bus services following each other around the same route at peak times (early morning 06.30 - 09.30am and 3.30 - 6.30pm
Passenger issues
Passengers arent organised when they get on the bus; they often dont have the fare, their wallet, their ticket or their buspass to hand
Passing schools which has traffic due to children being dropped off
People stopping bus to ask when another service due, wanting to ask drivers about missing buses, drivers being slow to process tickets that go across different bus providing companies
People take a long time to get on or off and pay
People waiting at bus stops should clearly put their hand out so that bus drivers know that they want their bus
Poor buses
Poor infrastructure to cope with traffic volume
Poor performance by bus operators, lack of staff and drivers, stagecoach does not care about customer service
Poor service
Poor service and regularity
Poor Timetabling - 95 and X60 run in tandem from Leven to Anstruther and back
Poorly maintained wheelchair lifts and restraints and lack of staff training on how to use them. They need to be retrained more frequently and have an instruction sheet available as a reminder.
Possibly all of the above, but that would not be so much of an issue if there were more busses
Regularly held up in Vtiwn when busy
Removal of services from village

Road closures
Road works
Road works
Road Works
Road works- Lack of planning by councils, buses joining times don't meet up/link up (with train times too)- makes journeys longer (again, lack of planning foresign),
Road works,
Roadworks
Roadworks
Roadworks and lack of staff. Buses are often cancelled!
Roadworks, usually too many going on at any one time in 1 location or route.
Rosdworks
Route has many towns/villages with low speed limits, narrow single lane roads (e.g. bottlenecks with cyclists, etc.), too many passengers paying cash rather than card/prepaid passes
Route is not direct
Route is not direct
Routes are impractical
routes not direct enough or frequent enough, stop trying to blame cars
Routes take too long
Routes that go all around the town and not directly to the destination. Changes needed to get to destination
Running late breaking down as some buses are old
Service has got worse and worse, the live data says buses are due but then they dont appear, lots of buses between st andrews and dundee but few via tayport and no integration of timetables,.
Size of bus - need smaller buses. No need for a double Becker when you only have 10 people on it
Slow travel through housing estates
Slow, narrow roads, particularly from the East Neuk to Kirkcaldy - that much takes 45 minutes even by car. Buses to Queen Margaret Hospital in Dunfermline take about 140 minutes.
Some of the routes like when you have to go into the leisure park
Some routes are absurd. In High Valleyfield the bus weaves in and out of every single residential street before continuing
Sometimes buses don't appear at all or they arrive late
Sometimes they do not have driver and the bus gets held up for half an hour.
Stagecoach app shows me all the delays
stopping at stops where nobody stands
Stopping journeys because of school hours
Stopping to pick up passengers
Strange bus routes which means bus is going back on itself
Stupid long routes , lack of service NOTHING to do with traffic flow so stop sticking bus stops in road lanes !

Sunday Service - one bus an hour to/from Dunfermline from West Fife is ridiculous! Last bus is far too early! When on the bus the driver takes his sweet time, meaning that any chance of making another bus is null and void! Fix this!
Tayport to Newport requires changing bis at the end of the bridge.
The bus doesnt take a direct route from Newburgh to Cupar so the journey is almost an hour.
the bus is always late
The buses are much too big for the size of the roads, and anyway nearly empty, why not use buses that actually fit on the roads?
The buses serve a lot of small roads between the houses. Never seen anything like this in the last 3 countries I've lived in. They should save main roads only. This will save time, damage to the small roads people moan about and wear and tear on the bus.
The driver not being on time. le leaving bus station on time due to having a cigarette, waiting at bus stop when not needed. And sometimes just don't show up
The Dundee - St Andrews buses don't make a stop in Newport on Tay. If only one bus per hour made the detour through Newport, it would be extremely useful (and would avoid a very dangerous pedestrian crossing at the Forgan Roundabout.
The journey time allocated from Saline to Dunfermline is unreasonable.
The main issue with bus travel is frequency of services. Buses are usually 10-20% full. Why don't we go down to mini-bus size vehicles and have more services? Smaller buses are easier to manouvre through narrow streets and suit our Fife roads.
The main problem with the 95 is the old buses they use on the route which often breakdown - see https://95crailbus.eastne.uk/home/making-bus-journeys-better/fault-log
The number 7 - Leven to Dunfermline having to navigate round parked cars in the Camdean area of Rosyth, especially early morning and its unfair to put that pressure on your drivers
the only route goes round the coastal villages rather than through cupar and glenrothes, takes about 2 hours as the roads are narrow and windy and there are many stops in many towns.
The roads arent designed for busses. The state of the roads actually makes them unfit for any vehicle.
The route is not direct enough - visits too many coastal towns en route
the route it goes
Their never on time and cash isn't accepted. Cash not being accepted is the biggest reason I won't use the bus.
There are no buses!! 85/86 only serves a small part of Duloch and the 87 takes ages (and isn't frequent despite what your website says). None of the services operate in the evening!!
there is not enough direct routes, eg the old 23 service kinross - st. andrews... or direct routes from village/town to another village or town, only city to city
There is not many issues on the bus route I use, there just isn't enough busses.
There's only one bus on my street so if it's late or doesn't show up I'm stuck there for atleast another 30 mins
They keep breaking down and never on time
They keep breaking down! And no driver!
Think this question is irrelevant. Buses travel in on the road along with other vehicles. Therefore a multitude of reasons could exist

This response is probably not relevant as I travel to and from Edinburgh. For years, the bus service has been 98% excellent but in the last 8 weeks it has got very very poor. Buses are cancelled and the bus station doesn't even know. A driver changed the destination from Glasgow to Glenrothes, took the bus to the depot, telling nobody. The buses need regular maintenance, as they are prone to konking out, especially going around roundabouts from time to time. What has happened to our real-time departure board at St. Andrews place?
This survey! I live in Crail and go to Anstruther and Cupar by bus but the survey won't let me say that.
time it takes when changing driver, running late and not making up time, buses getting taken off route for school runs and no other alternative put in place
To many stops that other bus routes used to do takes so much longer to get home
Toilets on buses always locked or no toilets at all
Too few buses late afternoon
Too infrequent
Too infrequent and times not suitable for my work ie: start at 0900hrs bus arrives at 16 minutes past the hour in St Andrews
Too many buses not turning up,
Too many roadworks and diversions in the same areas! St. Andrews Cupar in particular.,
Travelling through small Kirkcaldy streets with large single or double decker buses where they were never meant to go and parked cars block way
Trying to cover one route with few buses instead of small regular journeys with coaches or mini buses.
Unnecessary detour in areas already serviced by other buses
Unreliable service
Very poor direct bus connection between Duloch Tesco and Ferrytoll for onward travel to Edinburgh and all other points available from there.
Volume of traffic.
When the driver is too early and sits for ages at all bus stops
Winding coast roads, and buses are slow.
Wish there were buses suitable that could slow down!!!!!!!!!!
X60 always late from Edinburgh I assume due to heavy traffic, I get on at Buckhaven College St
X60 travels over too great a distance to be a reliable service for us. On average runs 20 minutes behind schedule. 95 keeps good time but too long a journey. Need a quick service East Neuk to St. Andrews.

Other - What would encourage you to use the bus more often? (Choose all that apply)
A bus route that passes close to my house. I live in a new build estate to the east of Crossgates - why was planning permission passed without public transport links on B925 included? See also space to carry bikes and multi-operator ticketing
A bus route!
A bus service that stops in the village (Kilmany)
A bus that goes via Woodside to the Victoria hospital instead of having to get a bus to town centre then bus to the hospital.
A direct bus between Crail and Cupar would be good for visiting elderly relatives in care in Cupar
A direct bus to East Neuk is needed from Glenrothes. I frequently travel to Elie etc in the summer time and it is inconvenient having to change buses at Leven.
A more direct bus to woodmill.
A regular route that runs to and from Glenrothes to perth. Cheaper tickets
Able to take my bike on the bus to make multi-modal journeys to the areas the buses don't reach.
Access to other areas instead of having to travel to the main town centre
Access to public transport within walking distance of my house. Currently >3 miles to nearest bus route
Acknowledge the buses for commuters doing long distance. I commute to/from Edinburgh every day. My bus gets to Halbeath at (e.g) 18:07, and then the 19 leaves. I need to wait 30 mins for another one. Please make these buses more frequent
Adding Kingskettle to the existing 64 circle of villages
An actual BUS that stops in the actual BUS STOP I have in my village
Availability again if actual timetables!!!
Being on the main Stirling to Cupar and St Andrews road and cannot get to either town without difficult changes. We used to have a much better direct service but now back to using our cars.
Better availability of buses and journeys, and without needing to change buses as often.
Better bus routes
Better bus service
Better connections to the new train services at Leven rail station when that reopens in 2024.
Better connections with smaller villages to train stations and park and rides to enable journeys to Edinburgh- absolutely ridiculous that there is no bus from high valleyfield to rosyth train station or ferrytoll
Better more direct routes
Better roads no holes in roads
Better routes and times whi h would make it possible to use public transport for work
better routing
Better seats for disabled seating, kids baggies folded.,

Bus from Falkland to Markinch station connecting with train to Edinburgh
Bus from west Fife villages to ferry toll for onward transmission to Edinburgh/Glasgow
Bus not getting cancelled all the time!
Buses actually running at times that get me to my work on time early in the morning
Buses actually turning up and not being cancelled everyday. Completely unreliable.
Buses actually turning up. Not taking buses off for schools.
Buses on Sundays, no chance to get to and back from work over the weekend
Buses on time. An earlier bus to get me to work on time if anything does muck up in the morning. Also adding Elmwood college back on as a stop like it used to as often miss connection in glenrothes/have to walk up from train station in Cupar
Buses should be cheaper, maybe nationalised. Also, Fife needs to be better connected (especially to nature areas).
Buses that actually service more areas. Not just in the morning then no other services until later in the day. Areas shouldn't be discriminated. Passengers should be able to use just one bus for a journey. Not have to change frequently for short journeys.
Buses that go from one end of the town to the other without the need for a change half way through
Buses to connect at Kirkcaldy bus station, not having to wait 30mins or more to continue journey. As I am disabled the excessive use of brakes, causes me pain and discomfort, PLEASE take this into account as I am not the only passenger this affects
Buses where people with disabilities can get the use of seats at the front of the bus. As people with buggies use the seats and are reluctant to move to let you sit in those seats
Buses actually arriving at stops on time and not leaving early like they usually do
Buses along Ferrytoll Road to go to Dunfermline
CASH!!!!!! I should be able to say just a single to Kirkcaldy please and pay. 2022 and I can't even do that. RIDICULOUS
Change from Moffat and Williamson back to stage coach. The m&f drivers are a disgrace on the roads. Drive far too fast, refuse to give way, pull out without signalling
Cheaper
Cheaper
Cheaper
Cheaper
Cheaper
Cheaper and being on time more often and showing up more often as well as being less packed
Cheaper and easier access at peak times
Cheaper buses, also bring back the Glasgow bus down the coast
Cheaper cost of tickets

Cheaper fare, still cheaper to take car to work
Cheaper Fares
Cheaper Fares
Cheaper Fares
Cheaper Fares
Cheaper Fares
Cheaper fares, £4 per journey builds up and even mega riders, while better value are not the cheapest. Also this single journey between 2 neighbouring fife town is nearly the same price as a return to Edinburgh
Cheaper fares. I drive because parking and fuel costs less than the price of a ticket.
Cheaper fares. It's very expensive to use the bus.
Cheaper prices
Cheaper tickets
cheaper tickets
Cheaper tickets: substantial discount for seasonal passes (cheaper Megariders, bookable online for long periods) or travel outside peak hours, discount schemes with major workplaces (e.g. Universities, Fife Council, etc.)
Cheaper. V expensive & infrequent vs Edinburgh
Closer bus stop for my departure
Confidence that the bus will arrive!
Cost
Cost
Cost
Cost
Cost- buses in Fife are very expensive compared to other cities. Local buses especially. Add family to the cost and it's cheaper to use the car which is wrong.
Cost is a major factor. The bus is more expensive than driving
Definitely need better bus stop shelters (safer from vehicles passing or, as on the Cupar-Kirkcaldy route bus stops and pavements leading to them full-stop! e.g. in established/known areas of need e.g. homeless hostel outside Cupar
Difficult to find something to tick as buses within Fife are good. Onward journeys to Dundee would encourage us to use buses to commute.,
Direct bus services on better roads; a properly integrated transport system (e.g. trams that - like trams in the Netherlands, and unlike the trams in Edinburgh - run directly off the road onto rail and back).
Direct bus to Glasgow
Direct buses from crossgates to dalgety bay/hillend
Direct buses from East Neuk to Victoria hospital Kirkcaldy and direct buses from East Neuk to Dundee (like there used to be)

direct service
Doesn't come to KY49EQ
Easy access to hub stations eg Halbeath by bus to avoid having to use the car. Especially from coastal towns such as Burntisland and Kinghorn
Easy read for learning disabilities,
Fairness in pricing
Fines for bus operators if bus late or cancelled. Nationalise the buses.
For someone who has Dyslexia it would be nice to keep it simple for people to understand. Time is changing, and ticket prices.,
Free bus travel for all
Free parking beside the bus corridor. Not everyone can walk to a bus stop. There are many people who have no alternative to car use to get from the start/end of the jourey to the bus stop. Very few people' entire journey is confined
Free wi-fi, advertised but no longer there,
From methilhill you cant get a bus that goes straight to dunfermline,kennoway,cupar takes ages having to go a roundabout route or to swap buses. Also ridiculous you can't get a bus to and from Victoria Hospital on Sundays or after
Having a regular bus that stops nearer my house
Having routes I may actually use. There is no direct route from Lochgelly to Edinburgh which is the most likely journey I would make
Having the bus route re-established where I live - was taken off 13 years ago
hire drivers that actually care about their passengers!
I have no issues regarding the above
I live in Gateside and none of the routes above work for me so I have to use my car.
I need to travel to Cupar or Balmullo to catch the bus I need then wait a while for bus I need no fun when weather is miserable.
I would like a bus to Coaltown roundabout.
I would use the bus more often you out a bus on that actually goes passé the supermarkets from the east neuk into St. Andrews. It takes far too long and 2 buses to get to the supermarket is not good enough.
I wouldn't
If a bus is known to be running late, then can this be displayed digitally on the stand as in Lothian Buses for some time now. It would be really helpful on a monday between 8:00-9:00 am if the No7 coming through Burntisland was on time.,
If more express busses had charging ports for mobiles
If the bus service was actually provided by Fife Council, rather than by private companies
If the direct bus to the Victoria Hospital in Kirkcaldy from North Glenrothes was reinstated and ran 7 days a week that would be good!
It would have to be a hell of a lot cheaper
It's very hard to find what bus I need to get to where I want to go and the times
ive got nits

£
Less changes required to get from A-B in town
Less expensive
Low floor for ease in getting on/off using rollator. Drivers stopping close to pavement.,
Lower bus ticket prices.
Lower cost
lower prices
Lower Ticket Prices
Make it cheaper to travel and stop taking buses off for the schools, it a nightmare trying to get home for about 2 hours
Make them cheaper. Far too expensive
Mobile tickets not needing mobile data after few hours. WiFi restored to resolve issue
More bus East Wemyss-Edinburgh
More bus routes. I would really like to have a bus between Ceres and Crail or Anstruther.
More buses on the road
More buses serving mossgreen part of crossgates. Currently there are NONE !!!
More busses
More destinations.
More direct routes. for e to get to my work i need to get 2/3 buses which takes hours and by car it take 15 minutes
More drivers
More Frequent Express Bus Services
More frequent service
More frequent service, perhaps a smaller sprinter minibus from Culross to connect with a larger place such as High Valleyfield
More low level coaches are required. Dedicated disabled areas. Dedicated assistance dog areas.
More regular bus service. 2 buses 30 minute and an hourly service. Not good enough.
More regularl, reliable, cost effective, convenient
more reliable and not cancelled without notice
More reliable buses which don't get cancelled on the day.
More reliable timetables
More reliable, timetables that are upto date. Not everybody can acess the Internet.

More routes - why are there no buses crossing Fife East to West centrally? Could hit so many towns
More seats available
Need a bus that's solely for Dunfermline to Glasgow, and not from St Andrews, via Dunfermline to Glasgow. So many people cannot get on bus during busier days
Need bus to Dalgetybay
Need more buses with easy access for people like me that use walking frames
No meaningful services through Duloch. This is now the main population centre of Dunfermline.
Not having to take more than one bus.
Nothing because I don't drive and use the bus all the time. Honestly am sure these questions could have been posted differently????
Nothing really. You'd save so much money if you would consider serving main routes only. In Edinburgh people take bus from the main roads, buses don't go between the schemes. This is where you're losing money and time.
Nothing would make me take a bus in place of a car/van
Occasions at Weekends I need to work early on a Sunday for example 6am but 1st bus is 0830
On a Sunday, the connecting 9S to either the X60 at Leven or the X59 at St. Andrews sets in 5mins after the coaches leave for Edinburgh. Makes more sense to have them arrive 5mins before the X60 and X59 leave.,
Paper timetables
Par and ride needs much better lighting in dark months and late at night.
People at bus stations to answer your questions, information regarding bus delays etc
Price
price - horrendously overpriced
Price - need cheaper tickets for those who are not retired or young. People who work spend half their wages getting unreliable buses.
Prices should be cheaper like Lothian transportation or
Reduced fares
Reducing fares also
Reinstatement of bus route which was removed after 50 years
Reliability frequent no shows when timetable indicates bus available
reliability with the bus actually showing up
Reliable and easy to remember timetables. i.e. no buses cancelled in the middle of the afternoon to provide school journeys.
Reliable service with courteous drivers
Return of timetables!

Scrap zone payments
Seatbelts on all buses. Laws of physics don't stop on a bus.
See above!
Services like those that were cancelled by Fife Council (Stagecoach D7 or Stagecoach 1)
Services not being cancelled due to lack of staff - recruit more drivers. If services have to be cancelled, have a better way of advising of cancelled services than twitter (not always published).
Small, comfortable, electric buses with a bike rack on the outside would be ideal.
Stagecoach is ridiculously overpriced. £8.40 to go 11 miles. In Edinburgh, capping at £4.40 a day to travel multiple times throughout the city.
Stagecoach need to give the service they're being paid for by the Council. Total disregard to the elderly and Disabled people that rely on this service to go up and down to Banklands on Bus Route 94.
The 95s that link the Fife leg of my journey do seem to be rattly old buses that bounce jarringly at every hole in the road and often break down
The bus being reliable and not cancelled.
The main problem is Crail to Cupar and back with unreliable connections in St Andrews. How about a new service Crail, Secret Bunker, Peat Inn, Pitscottie, Cupar joining places without frequent bus services?
The routes don't connect across Dunfermline well enough and they aren't enough options.
The routes don't work for me. If I need to get to Edinburgh or Glasgow it takes over two hours by public transport. The buses need to connect with the train stations at Inverkeithing and Falkirk
Toilet facility for Dunfermline to Edinburgh routes. Logical routes. Better timings. Regular buses between Inverkeithing and Dunfermline. Better routes across Dunfermline from Duloch to Halbreath,
Toilets
Too expensive
We need a bus service from Mountfleurie, Leven to Cameron Hospital, Windygates-----At the moment people have to get a bus from Mountfleurie to Leven Bus Station then a bus from Bus Station to Cameron Hospital!
Weather conditions has led passengers to Q in different conditions while there is driver handovers - getting a seat means standing in the Q quickly.
When I retire in a few months I plan to use the bus more regularly and I will have more time to plan my trips.
When the bus isn't a Plaxton Elite
While not applying to myself but most importantly cheaper fares.
X2n 'Express' services could better serve West Fife. X24 no stops btwn Glasgow & Kincardine. 3 roads across West Fife, the X24, X26, X27 could run the A985, A907, B914. X26 stop at Cumbernauld, and X27 at FVRH only

Is there anything else you would like to tell us about buses in your area?
1. Serve main routes only, stop serving tiny roads between the schemes, you're not a taxi. 2. Don't offer giving change to passengers, like in Edinburgh Lothian buses.
1/2 hour bus services in North Queensferry. Too much buses going off for school kids.
19A and 33A come at the exact same time, why? The 19 bus no longer services Hill of Beath it travel along a section of road where there are no bus stops, why?
256 characters is not enough to state all the problems with out bus service in the village!
2buses on hour along the coast but they follow one another!Used to have 1/2 hourly service so if you missed one only 30 mins to wait not an hour
50% of drivers Miserable on stagecoach
66 should still go through Freuchie. More express busses to take the route through freuchie Road end rather than through kettle
7 from Kirkcaldy to dunfermline is late 8 out of 10 time and the last 1 out of 2 it just doesn't show up plus this survey left out alot of locations I don't travel from dunfermline but if was my closest option
85 and 7 both leave Camdean at the same time
A better service where buses turn up
A bus between strathmiglo and Leven, or one like it, via Falkland perhaps, would open up opportunities for folk to take buses..
A bus from Leuchars to Gauldry/ wormit regular from st Bunyans place
A central app for Fife's public transport would really help make transport more accessible to me
A early morning bus on a Sunday would benefit NHS workers who start at 7 am
A live timetable at the bus stop would be really helpful
A lot are old and keep breaking down, need new more economically friendly buses which break down all the time.
A lot of cancellations is services stop me from considering this option more often

A number of services being withdrawn due to staff shortages however additional buses supplied for the St Andrews Open? Scandalous behaviour by Stagecoach
A quicker service from St Andrews to Edinburgh (our capital city, after all!) would be good.
A salient omission from this survey is around bus journeys to/from outwith fife especially for those in south/west of the local authority.
A timetable for buses that go via Camdean in Rosyth.
A Very POOR Service, everything is pointing to the big towns , us in rural areas are just not catered for !!!!!
Aberdour is poorly served with buses to Dunfermline takes ages by the time it goes round the bay round rosyth
Access to bus station toilets, more seating in bus station.
Afternoon buses to or from Edinburgh often delayed due to congestion. I would use the bus to travel to St Andrews but it takes too long so I take my car.
All limited stop buses were rerouted away from Aberdour and the only bus- number 7/7a does not go to the ferrytoll park and ride. This means driving to the park and ride when locals would use the bus more if there were good connections.
Alot of areas are impossible to get to by bus, I have IBD so the fact there are no toilets on most local buses prevents me from using them.
Although they are every half an hour, they are reliable
Always cancellations
always delayed and normally too busy to board because buses are too small
Always late
Always late and old some buses struggle with hills
always late and stop too early at night to be able to get home safe
Always late!! Or dont show no good when you have a his app to go too
Always late, not enough buses to get me to work on times rising costs, no direct buses

Always run late !
An occasional fast bus from Aberdour to Dunfermline that does not go through Dalgety Bay and Rosyth. The journey takes too long- and Dalgety Bay has enough buses anyway
Annoying when your bus doesn't show up on the app, when the times of the bus is unachievable i.e. the 7D on a Sunday going from Inverkeithing rail station to North Queensferry and back in 17 minutes, always late.
Antisocial behaviour is unacceptable and is very offputting, especially for females travelling alone.
Any bus should be able to stop for passengers at any bus stop on its route. e.g. Only X51 stops at Tesco Rosyth, not the X55.
Apart from my issue with the St Andrews- Dundee service, the bus service is pretty good. The often inaccurate electronic display at Dundee bus station is a nightmare!
Are not clean enough
As a recent resident to the area I think the bus service between St. Andrews and Leven is very good.
As a regular commuter to Edinburgh (daily) I find it totally unacceptable that there is only one bus service going from dunfermline to Edinburgh directly and only once every half hour
As above- Buses not turning up not just one on occasion two!
As above no service on a sunday and no service after 6pm all other days, hospital visits cannot b accessed and also work commitments. 😞
As my son is on the Autistic Spectrum and we live in a small village on the outskirts of St Andrews, he is reliant on the hourly bus to either Cupar or St Andrews for both Shopping & Volunteering. People with Disabilities are reliant on Public Services
At the moment they usually run late
At this moment in time they're being cancelled daily at the last minute, are unreliable and I'm paying for a ticket that is not getting used as I need to find alternative transport with my bus always being cancelled
Attacks on local buses passing by the village puts people off using them
Attempted to travel from Glenrothes to St Andrews this morning. Gave up due to 1. Online timetable times were incorrect. 2. Bus time at stop was 15 mins later than online timetable. 3. Bus was coming from Edinburgh and was delayed by 37 mins. Took car!
Bay Travel remove busses from timetable to serve schools both morning & afternoon. This means Really long wait times or being forced to use alternative routes with stagecoach at a further cost. We need Multi-Operator tickets in Kelty REALLY BADLY.
Because of large distances between official bus stops, some drivers are hesitant to let you off in between stops.

Better attitude from staff and more awareness of staff dealing with destructive or drunk behaviour on buses
Better bus routes to and from Ceres (more frequency and more reliable)
Better bus service from Auchtermuchty to Kinross P & R where you can get connections
Better drivers who are more polite and courteous
Better drivers.
Better education for passengers to behave in a more civilized manner, not throw rubbish all over the buses, monitors for school runs. Stopping under 18 free travel at 9 pm to ensure a reduction in anti social behavior on buses at night and weekends
Better interconnectedness between towns and cities within Fife. I don't travel further afield from Dunfermline by bus as it is not easy or practical. More services between towns and beyond the centre of a town. Take a leaf from Lothian!
Better link up with buses to Glasgow
Better routes throughout Dunfermline. It shouldn't take me two hours at night to get home from Edinburgh because there are no routes covering Duloch where I have to come into Dunfermline to go back out of Dunfermline to reach Lapwing drive? back
Blairhall needs a direct bus to Glasgow, otherwise have to get a bus to Dunfermline first to come all the way back to Kincardine!
Bus to be on time as I take my kids to school from Blairhall to Oakley and bus is always late
Burntisland is not in a 'corridor' why not? Have you tried going from Burntisland to Ferrytoll - it takes 1 hour to go 8.5 miles and in the morning, you miss the connection to Livingston by 2 minutes, if the bus is on time.
Bus connections are not practical, it takes two hours or more to travel from High Valleyfield to Edinburgh by bus
Bus drivers are rude bad customer service
Bus drivers should lower ramps and respect elderly and disabled
Bus from Falkland to Ladybank connecting with train to Edinburgh would be alternative I would use
Bus from Pittenweem to Leven is a dreadful journey, old double decker, I avoid, it makes me travel sick
Bus going down the dales from Crossgates into Inverkeithing and Dalgety Bay

Bus in parkneuk area needs more bus services
bus only goes from crombie through limekilns then dunfermline. what about going to the other villages around crombie ie cairneyhill,rosyth.Ibus would be better to leave dunfermline,crossford,cairneyhill,crombie,limekilns,rosyth then on to dunfermline. i
Bus service for visiting family takes you a "scenic route" after 18:00
Bus service in Duloch towards Edinburgh is appalling. 2 direct buses in each direction, very poor service to Ferrytoll and nothing after 7pm!!
Bus service reinstated from Glasgow to Anstruther which is my regular weekly journey. No option to state glasgow in choice nor Anstruther
Bus services have been worse recently that ever before. Buses are cancelled every day at short notice.
Bus services have caused me to be late to work daily and to have to find very last minute and expensive ways to travel to my job.
Bus stations appear to be outdated - no appeal to them.
Bus stop at fowlerst cellardyke is dangerous uneaten could do with more low linnerns on the x60 for wheelchair users as it's a drag to get 95 then change to another low linner service time consuming and anoying
Bus stop at the end of my drive, however not on bus route
Bus times from crail to St. Andrews are not conducive with working in St. Andrews when you start at 9am. For a 9am start in St. Andrews you need to get a bus at 0740 which in turn means you arrive in St. Andrews way too early at 08.15
Bus Timetable should align with train timetables
Bus to Cupar does not get you to work for 9am From Newburgh - too much hanging around! No late night buses Newburgh to Perth
Bus to line up better with trains would be good too. As my train arrive so does the bus at the train station so there no way I can't get it on time and have to wait an hour for the next bus.
Buses always run full. It's hard to reach work everyday.
Buses are cancelled or break down on route.
Buses are dirty and smelly. Add more transit routes for small towns.
Buses are dirty, mostly after school hours but they havent got a proprer cleaning even during the pandemic, there's dirt around windows and seats. Sometimes drivers chose a different, shorter route, when they're late, leaving people waiting at bus stops

Buses are often dirty, stinking of cannabis, bus drivers pull away before passengers are seated, bus drivers lack 'customer service' skills appearing to be simply a driver, younger people often abusing buses, too many people putting feet upon seats
Buses are rarely on time,X59 has been cancelled and I got more than 15mins late on multiple occasions and therefore prevents me from getting to work on time. Bus cancellations/delays are poorly advertised as I often don't find out until I am told by a staff member at Glenrothes bus station about cancellations which is simply unacceptable.
Buses are regularly taken off to cover school buses
Buses are slow due to the lack of a proper core town network so when travelling into or out of the main town on a longer distance bus service means going round the majority of the town before eventually escaping it.
Buses could also be more appropriate to the area in which they operate: eg buses passing through Cupar are mostly coaches which are appropriate for long journeys. However, they are not the most accessible of vehicles for elderly or infirm people.
Buses do not easily connect to train stations/transport hubs.
Buses go right past my house but I do not know if it is going where I need to go. There is no bus stop on my street but I believe I can flag the bus down outside my house but can't find info to confirm that.
Buses have been cancelled in cupar there is no digital boards to tell you if bus is cancelled or late have to just stand,wait and hope it arrives. Most days the bus is late. As a disabled person standing at time for over an hour causes me to be in pain
Buses haven't adapted to shift patterns/school hours/train times at all. The bus service just isn't good enough to be a viable method of transport in this area. You can't even tie up timetables with train arrival times.
Buses here are expensive & infrequent. It's a vicious circle. No good routes from where I live to any park & rides or train stations. I do better by bike.
Buses home from Edinburgh can run late and when I take another to the park and ride my return ticket isn't valid on a second bus to take me the rest of the way. A return should be a return even if I have to change buses.
Buses in Kelty are not frequent and usually not on time. Would be good to have more buses running to Perth, Edinburgh. Buses to Perth and Edinburgh are every 2 hours.
Buses in rural areas would be an advantage, it's hard to get from Baldinnie to St Andrews or Cupar or Leven. I think rural routes should have smaller buses not double deckers. I often see empty double decker travelling along the east Neuk-waste of money!
Buses locally don't make the same logical 'point to point' journey that a train or car would. Serving residential areas should be left to town/urban routes and inter urban express routes could be exactly that. Fares could be cheaper.
Buses need to connect with trains with national travel passes for all age groups which are valid on all forms of public transport and all operators
Buses need to travel through Mossgreen. None do this now.
Buses no longer pass through Mossgreen, Crossgates

Buses running about at night with no one on them!
Buses should have screens showing upcoming stops to help people taking routes they are not familiar with.
Buses should stop are more stops through Buckhaven. Its ridiculous that only a few stops are serviced in Buckhaven for express routes. But almost every other stop is serviced before and after Buckhaven. w
Buses to and from Leslie very unreliable, cancelled a lot and only one bus service in and out so no alternative when cancelled
Buses to and from Newport on Tay to pretty much anywhere are infrequent and so do not encourage use. I would use the bus a lot more if I could guarantee a better more regular service to Dundee/St Andrews.
Busses do not run late enough, not frequent enough journeys
Can you please route a bus service from Kirkcaldy along the B922 past Cluny Activities, there are homes and businesses which are currently inaccessible due to lack of public transport and decent paths. The road is fast making it dangerous to cycle.
Cancellations notified via twitter. Should also be done on app and noticeboards.
Cannot easily get to Glenrothes from Dalgety Bay - have to go back to Ferrytoll or express bus to Kirkcaldy & then just miss connection in Kirkcaldy. The no. 7 service is great but slow to Dunfermline. Cannot get to Halbeath P&R from Dalgety Bay directly.
Can't get bus easy around 3-4pm as all buses taken off for school run
Cant rely on buses the now
Change of timetable in the evening means taking two or more buses to certain destinations. A lot of drivers have very poor customer service.
Change the 747 route to go through crossgates
Cheaper
Cleaner windows
Cold, uncomfortable and rattly.
Compared to city bus travel rural bus routes are way more expensive it's far cheaper to use my car
Complete failure by operators to promote a network - websites primarily are route specific. Lack of printed timetables including network map.

Connectivity in the Tay Bridgehead ward especially between Tayport and Newport is absolutely appalling and the reason I use my car rather than public transport.
Could Cameron Hospital be added to the route of the X4 as I live in Mountfleurie but need to get a bus from Mountfleurie to Leven Bus Station then a bus from the bus station to Cameron Hospital
Crail to St Andrews or Leven. Buses one per hour. To get to work in Pittenweem only bus is 6.20 and then next one is school bus at 8.10am. This is a ridiculous gap as not any good if you start at 8.30 in Pittenweem.
Delayed journey times due to long bus routes eg 7 Dunfermline to Leven, would be better if the route was split Dunfermline to Victoria Hospital and Leven to Kirkcaldy, doubtful very few travel the whole route.
Direct bus to Victoria Hospital from St. A.- No. 60 takes too long. Can take up to 2hrs to get to Victoria Hospital.
do you have nits
Doing away with bus lay-bys is a short sighted fix. Cars having to slow down and stop and wait are using extra fuel to do this all you would be doing is solving one problem and creating another.
Don't remove parking to prioritise busses!
Don't turn up or are late. Bus full by time gets to village so can't get on. No options for evening out poor service skeleton cover
Don't always run on time. As a result, if you have an appointment, you have to catch the bus before the one you actually need to make sure you reach that appointment.
Don't arrive at the right time
Don't tie up with onward journeys, i.e. from Town Centre to outlying area
Driver shortage is the number one issue affecting services. Any changes involving more choice will need sufficient resourcing first.
Drivers are not happy
Drivers are usually great
drivers can wait 10 seconds before pulling away from arriving X bus - especially at night to see if anyone needs it
Drivers need better people skills, and to stop at major stop changes opted to 5 stops in one mile radius
Drivers need to respect people.

Dunfermline to Glasgow bus has too many people on it, need a bus that's solely for Dunfermline to Glasgow, and not from St Andrews, via Dunfermline to Glasgow. So many people cannot get on bus during busier days
Dunfermline to Kirkcaldy hospital needs low level coaches. 2+ hours on a bus to get to a&e is ridiculous, because it's the only low level bus. A coach is a lot faster but inaccessible steps into coach.
Earlier buses Sunday, East Wemyss-Edinburgh
Earlier weekend timetable
East Wemyss only gets the central Fife day rider. There should be an option to get the Kirkcaldy or Leven day rider from certain bus stops ie: Leven day rider from the primary school to Leven and Kirkcaldy day rider from the primary school to Kirkcaldy
even @£2/l diesel driving is cheaper than bus. 10h/week traveltime @living wage is £4-5k, megarider around £1.5k = 5-6k/year for bus, on timetable. Old banger with 40mpg costs less than £2k fuel for 10k miles, and there 24/7 for emergency, shopping ...
Evening services tend to break up connecting at Halbeath PR and often waiting a while for the next bus to come.
Exceeding speed limits in built up areas
Excellent
Excellent bus service in Cupar
Express buses are no longer quicker , x27
Express network is a joke, stopping at every stop from Dysart and around Kirkcaldy. Journey time from Kirkcaldy to Dunfermline is roughly 55-60 minutes! X60 Leven to St Andrews also every stop, this is not express!
Express Services are far too slow now and stop too often the journey takes long
Extortionate prices and poor service to area
Extra cost due to being a different operator in the evening and Sundays
Far too expensive to go places by bus
far too expensive for people with no price reductions available
far too expensive, cheaper to drive, not worth the inconvenience

fleas onboard stagecoach buses servicing oakley/dunfermline.
For daily work commuting, bus travel cost is not cheaper relative to car, all else being equal (e.g. fuel prices), and lacks in reliability and convenience. Buses should have laptop charging facilities and wifi. No antisocial behaviour tolerated.
Frequent breakdowns or withdrawals and long wait between buses if withdrawn
Frequently diverted, cancelled due to continual roadworks.
From East Neuk difficult to get to hospitals in Kirkcaldy, Dunfermline, Dundee or even St Andrew's. Buses from East Neuk to St Andrew's should at least go via the hospital. All very difficult for elderly non drivers.
Geared to pupils and workers inside of Fife and not enough thought to accessing services in Edinburgh and Perth....Work, education, social.
Generally I find the bus service in my area adequate and a good service. However, it can sometimes be annoying when the local bus and the express bus arrive at a bus stop within a few minutes of each other.
Get rid of plaxton elites.
Getting information about bus routes is a nightmare
Glasgow bus no longer runs from Leven. I have to change at Kirkcaldy. Please bring more direct routes back
Glenrothes - Kirkcaldy routes are used as Kirkcaldy town services, Please reintroduce town service buses in Kirkcaldy!! This would speed up the buses in and out of Kirkcaldy to other destinations.
Good Express Bus Network to access Edinburgh Dundee and Glasgow by bus rather than using the car
Great service
Have a look at the Stagecoach twityet feed and count the cancellations.
Have more buses on Sundays
Have regularly asked for a bus which will stop in bus stop outside my house in KILMANY on A92 . I cannot catch any bus into Dundee despite dozens roaring past me every day have to drive to Newport to leave car and get bus to Dundee which is ridiculous
Hourly service I Kingsbarns
How about providing a service that will encourage more regular use by more passengers rather than what suits the bus company. Until such a time all we have is a fig leaf to public service

I actually take the bus to Edinburgh for shopping as it is cheaper than Dunfermline which is ridiculously priced! I feel sad that I cannot shop in Dunfermline to support it but when it's more than £3 difference I go to Edin even though that is further.
I also regularly travel to glenrothes busses going through Thornton is a nightmare for busses to get through the traffic
I Am happy with the services that serve my area
I am impressed by the service in my area. I use the bus more now than I ever have since passing my test!
I appreciate the service we have in Burntisland, but it needs to be expanded to Ferrytoll and Halbeath to allow connecting services to be accessed.
I attend Hospital 3 Days per week for Renal Dialysis There is no bus service through my Street Seafar Drive Kelty I am unable to walk uphill to the Main Street to catch a bus . Can consideration be made to including my street on a bus route .
I avoid having to make a journey beyond the city centre of St Andrews because I find the 99 A,B,C and D a little too confusing and infrequent.
I can drive to work in 25 mins but on the bus would take 1hr 10mins which puts an extra hour and a half on my working day. Wemyss to Aberdour. Also the last bus from Leven at the weekend is 11pm which I feel is far too early.
I can only use my Stagecoach megarider until 18:45 Monday to Saturday and can't use it on a Sunday as Bay Travel take over the route. I'm paying full price for something I can't get full use out of.
I cannot get just one bus to work I have to change buses at glenrothes bus station just to get to another area in glenrothes and it costs me nearly £7 per day, this is very expensive
i can't use a return ticket after 6pm as we have a different bus supplier!
I don't live in a town. The bus stops at Welltree are unsafe due to lack of path or hard surface. Have to walk through mud. Wheelchair users or prams can't use stop.
I don't think they feel very welcoming. Plus other passengers can be intimidating.
I don't use the bus because it's not convenient
I don't drive but mainly travel At the weekend I tried to take the bus to Dunnikier Park as the fair asked us to use public transport, not drive. I had to walk to the bus station (15min) and then the buses were hourly. Most buses didn't even go close.
I don't know times of all buses. Timetables were invaluable for getting around. Bring back please.
I don't want shorter travelling times, unless it is a limited stop service. Shorter times means drivers have to go faster in order to stay on time, and it increases risk, and reduces comfort.
I feel the number 19 is accessible for me but it requires a 15 minute walk from my house then takes 25 minutes to reach my destination where it takes me 1 minute to get to my car and 10 minutes to drive there

I feel unsafe on a bus.
I find the busses in the morning extremely busy. Often, a smaller bus is used on the morning busses from Glenrothes to Kirkcaldy on an already busy bus making it harder to arrive at your destination on time.
I find the hourly frequency fine for most trips but there is an annoyingly long gap in the afternoons trying to get back to Crail from Anstruther after doctor or optician appts
I get a bus to work every week day to Ballingry, the buses are not regular as the timetable suggests and the buses take a short cut and miss out my stop resulting in me waiting for over 30 mins as the supposed bus every 10 mins!!
I have a daughter works in livingston, buses are regularly every hour, all day coming back except between 1800-1900hrs. Why is that when surely that would be the busiest time for both shoppers & workers?
I have found that on the rare occasion that I did use a bus the driver was rude and abrupt as and did not stick to the speed limit in our village Coaltown of Balgonie. It seems that all buses speed in our area.
I have no real complaint with buses I use. Bus is my main source of travel. After lockdown I was very impressed with the safe travel and how bus drivers were stringent with covid rules. Also the drivers worked continually
I have quite a walk to nearest bus stop
I have to travel from Glenrothes as I cannot get a direct bus from Kirkcaldy early morning
I have to use trains in the morning and evening due to reduced service. I need to be in Cowdenbeath by 6.45am and leave anywhere from 18.30-20.00. As a carer I use the buses regularly during working hours and i don't have any other issues.
I have travelled Glenrothes to St. Andrews almost daily commuting for work up til 6 months ago. The worst stop for traffic not letting buses out is the railway station in Cupar and it's all Ben worse when temp traffic lights are set up
I like bus to come time so can get please on time
I live at the end of Ferrytoll Road and I can get a bus to the park and ride from a bus stop near me and to Edinburgh, but can't get a bus to Dunfermline.
I live in a street that no buses pass or stop at! Nearest bus stop is ferrytoll. There are elderly people who feel stuck as it's too far to walk for them.
I live in a village where the only scheduled bus service is the school bus in the morning and return in the afternoon. We do have access to the Flexibus and this is a good service but doesn't run in evenings during the week and doesn't take bikes.
I live in Aberdour and it is bad that there is no direct bus to Edinburgh. The connections are complicated as there are several all at different places. To go inland means a very long journey as you have to go to Dunfermline or to get buses or trains.
i live in auchtermuchty and often have to travel to and from cupar, glenrothes and kirkcaldy but there are no short and/or direct buses between these places and so i would appreciate any changes to this greatly.
i live in auchtermuchty, and i feel there needs to be direct routes to glenrothes and cupar even kinross... that don't take 35+ mins

I live in Cardenden, there is no service to Lochgelly/Cowdenbeath/Dunfermline after half 5, thereby curtailing any social life, the only bus we have to Kirkcaldy is the 32, which is hourly
I live in Cellardyke. The times between the x60 and 95 to and from St Andrews are not well spaced out during each hour eg one leaves St Andrews at 20 past, the other at 25 past.
I live in Craigrothie, the buses are a lifeline. To take the 61 off would be a nightmare. My kids live in Dundee and Kirkcaldy. Not to mention the kids in the village who need the buses for vital higher education and employment in the area.
I live in Crail(not an option on your Menu!) we would like more buses please
I live in Crail. The bus comes once every hour. Abysmal service
I live in Hill of Beath and feel completely abandoned by the way the 19/19A bus operates, you can only get the 19a in hill of beath and apart from early and late it only goes to Dunfermline and misses the leisure park
I live in Hill of Beath and the No19 stopped one of its buses through the town. Alternative stops are outside the village, older residents and residents with mobility problems cannot reach these alternate bus stops. All No19 buses to be reinstated
I live in Newburgh, we have 2 services 36 and 94..The last 36 service leave Perth at 7.00pm. THE 94 service is okay but takes around 50mins to get to Cupar which is a 15 min drive in a car
I live in one of the Dunfermline Villages (Townhill) and to be honest I am very satisfied with the bus service as it is.
I live in Woodside in Glenrothes. Very few buses to Leven, but am very grateful for buses that stop here for Dundee, St Andrews Glasgow and Edinburgh.
I love using the bus but the pricing can be all wrong - St Andrews to Dundee costing half the price for an entire east Scotland day rider? Just purely demand based economics by stagecoach that means people will try and use their car
I miss the Edinburgh x55 connection bus by 2 minutes. Next bus 30 minutes later. I feel this could be improved.
I often use Moffat and Williamson buses and sometimes they drive straight past me, are late, or do not show up altogether leaving me stranded for 2 hrs until next bus. Lack of website, social media, phoneline to keep updated on services whereabouts
I only have one local bus in my area every 30min. Not good when going for a connection at bus station
I really feel better education for drivers on disability awareness, although many are amazing some are just unaware
I recently had to give up my car. Got no literature about buses!! Please give our timetables back. On behalf of all pensioners who don't go on time.
I regularly go to the Odeon Cinema at Fife Leisure Park in Dunfermline but feel it would be good if there was a bus which went directly to Leven
I stay in Anstruther why does the X60 and 95 both more or less arrive at the same time

I stay in strathmiglo & go to visit 2 of my sons that stay in cardenden, to do this I need to get the moffat & williamson bus to glenrothes, I then have to change to a stagecoach bus to go to cardenden as moffat & williamson dont service central fife area
I study at Stirling university which is the only university this side of Scotland that takes students who have been out of education for more than 3 years - to travel by bus to uni I must leave at 04:25 to get there for 08:35 am - no other alternative
I think the drivers are excellent and do a great job. So thanks to them.
I think the service is excellent
I travel camdean inverkeithing dalgety bay we only req 1 bus where 2 put you off & now changes to services is a hudge benifet i can shop local all within distance & inver rail station & standard of bus as in leaflet what a diferance in emisions
I travel from Clackmannanshire to work in Dunfermline and the last bus back to Alloa is at 4.50pm which is completely useless for anyone commuting doing a 9-5. I don't drive so have to get the bus to Kincardine and then be picked up by car.
I travel to Edinburgh via Ferrytoll. The app does not tell you if buses are cancelled, they just seem to drop into thin air! Really annoying!
I travel to Kinghorn on a regular basis and it isn't even included. Would like buses more than 1/2 hourly and to go onto The Lochside Grange estate and not just the High Street it is a very steep walk not easy if you are elderly or disabled.
I uded to have a choice of 4 buses. Now I have 1. If I miss it I have to wait 30 minutes for the next one. Brilliant when it's raining.
I use no7 a lot. I wish the 9 was not put off for schools as I am not able to climb the hills from Lower Methil.
I use the long distance buses because they have a wc. I can't otherwise travel for a journey that is about two and a half hours.
I used to get the airport bus to inverkeithing from halbeath park and ride but as it's only once an hour I now get the bus to ferrytoll and walk from there to inverkeithing high school. More regularity needed.
I wish drivers would actually do something about antisocial behaviour on buses. I pay for the service, use it regularly and have to endure yobbish behaviour frequently and for prolonged journeys to and from work.
I wish I have a other bus in my Area all I have is the number seven bus no other bus by that
I work during school hours but the buses don't coordinate with school drop off or collection times, so cannot use them for work, which is my main reason for travel. They are also too expensive for regular use.
I work Saturdays and Sundays from 6 am and there are no buses at that time (Same with bank holidays). A I don't own a car I need to either walk or get a taxi every week for work. I would really help to have the servive on weekends as well.
I would definitely use the bus to travel to my job in Saline from Dunfermline but the frequency and cost of buses is poor and expensive for a short bus ride.
I would like a more direct bus from Kirkcaldy to St Andrews early in the morning

I would like bus drivers to slow down. Not brake hard when you are trying to get off and give you enough time to find a seat before starting again.
I would like FC to take a look at the area they the 81 serves , I live at pleasance road , the bus doesn't start until 9 am is only every hour and goes of at 3 pm until 5 pm then finishes at 6 pm then no bus at all after that , this is a rural area
I would like the St Andrews to Stirling bus route to be relooked at as I am from Cupar I now can't get directly to Stirling or Perth to get to Stirling from cupar I would now have to get on 3 buses going back on myself yo get there which is ridiculous.
I would like to see a bus service from Dunfermline Bus Station via Touch and Abbeyview to Halbeath Park and Ride. This would make it easier for people to connect with buses. This would make it easier for passengers especially the disabled or with heavy luggage to connect to the 747 to the airport and services to I would like to use bus between Dalgety Bay and Dunfermline but over 40 stops and a time of 40 minutes for a journey that takes 15 minutes by car is prohibitive. Regularly take x58 to Kirkcaldy or Edinburgh as it is much quicker despite longer distance.
I would love more frequent buses along the East Neuk. I live in Leven but work in quite rural locations (Colinsburgh, Elie) and often need to travel to St Andrews. As a non-driver, I would love to see more frequent services.
I would use buses which don't 'rattle'(metal handles inside not secured properly) - atm it's imposible to use for people with sensory sensitivities. Also, better orientation of where the bus is along the route would help - especially at night
If bus is cancelled the next option is half an hour later so I miss the first lesson.
If they were more frequent (I frequently rely on the x27) I would have more options to travel to and from work. I also dislike the high price of tickets. It's upsetting to pay for an unreliable and unclean service.
If you could make the 95 run at the same time every hour that would be good.
I'm very satisfied with buses from my area able to get Dundee + quick service to halbeath were can pick up buses to Inverness easy access to Edinburgh
Improve the whole 19 route, maybe make an 19 Xpress service between Ballingry and Dunfermline with limited stops during the morning and evening rush hours
In a meeting
In North East Fife roads are generally quiet and wouldn't benefit from traffic management, exceptions are central St Andrews and narrow streets in Anstruther
In windyates most bus routes to Glenrothes or leven only, then I need multiple busses to get to Kirkcaldy
Inadequate timetable
Infrequent
Infrequent services between Leuchars and Tayport, Cupar, Balmullo

It is very difficult getting from methil/buckhaven to fife college stenton campus in Glenrothes. There are not enough frequent busses. There is not a direct bus. The bus times dont match up with college times
It takes too long with buses going into town centres
It's hard to travel around Fife. There's no Fife pass, only West Fife and East Scotland. Some tickets don't work on the smart card.
Its lack of buses we only have no7 passing our houses but that doesn't go near asda. Even a buzz bus between 9 and 4 each day would be great
Joined up timetabling for connections is very hit and miss. Express bus service between Dunfermline and Kirkcaldy very poor and only operates during the day.
Just lack of planning. Biggest issues- old buses. Joined up links with 10mins between connections would be great.
Just not regular enough, eg stopping after a certain time, not running some days
Keep breaking down or driver doesn't know route
Kelty - buses cut by 50% in the last year. 1 bus to ferrytoll every 2 hours.
Kelty does not have enough services for the size of the community, we rely on Cowdenbeath to do shopping, errands, links to commute, bay travels daily/weekly tickets are expensive, kelty is a part of Fife and it's residents shouldn't pay extra to travel
Kennoway to Kirkcaldy is horrendous
Kirkcaldy seems to be a forgotten service town
KY14
KY16
Lack of accurate timetable info
Lack of buses going through Gateside since the Stirling to St Andrews bus removed
Lack of buses that go along to memorial park in methil earlier. First bus that arrives there is 9.10am, not good for going to work as start 8.30, have to get off bus at Swan brae, methil and walk along. I struggle due to disabilities.
lack of buses to park & rides from Limekilns

Lack of choice of services. Really only destinations of Dunfermline, Kirkcaldy and Edinburgh (limited service). E.g. nothing to connect easily with West Fife, Central or North Fife.
Lack of direct journeys to other areas, like Glenrothes and Kirkcaldy
Lack of reliability is really straining at the moment, I pay £80 a month for bus travel for the buses not to turn up most of the time. It turns my 9 hour work day into 12/13 at least 3 of 4 days per week. People can't afford things like taxis.
Lack of services at 1500 -1600 hrs
Largoward to St Andrews service is appalling and to Elie non existent. There used to be a bus which went from East Neuk to St Andrews 'over the hill' via Laroward. Please bring it back.
Later buses as only one bus passes through our village.
Later connections with buses from Edinburgh, Glasgow & Kirkcaldy etc would be 👍
Later evening links between Ferrytoll and Halbeath P&Rs to Duloch are very poor
Less bus times
Less rude drivers (only some)
Less speeding
Limited service options restricts flexibility and equally it doesn't make sense to run a larger bus to a small village - smaller minibuses would be great to connect with busier places for example Kincardine or High Valleyfield
Link to Town from Railway station visitors. Garvock Hill Sat, Sun service required to town, Halbeath Leisure Park + P&R 7 days a week, plus to Supermarkets Evening buses to & after cinema, meal or from P&R to
live in Kettlehill, travel from Kettlehill road to Dalgety Bay 5 times a week work school. Since pre covid times were good. Now completely different times ie (1:29pm instead of 1:54pm from DB) not a bus to connect to for 35mins at Ferrytoll to Kettle
Live in Malory House at foot of Abbey Park Avenue St Andrews. Nearest bus is at Byre Theatre up a steep hill 20 minutes away. Can Moffat and Williamson town bus be routed round Abbey Park Avenue
Living in Gateside our bus service is very limited and almost impossible to get links to other cities - at present only going to Glenrothes and Kinross Monday to Friday and no evening service or weekends so car is essential.
Lucky to be near a direct link they are excellent
Make it easier to get to Ferrytoll from Rosyth to link up with the 747 airport bus which would reduce the need to drive to Ferrytoll to get onto the 747

Make the bus cheaper, the cost of a journey for from Limekilns to Dunfermline return is significantly more expensive than driving. Given the poor frequency of the service no wonder it's only those who bus passes who is the bus regularly it's not economic
Make the fares cheaper and bus that connects with other
Make time table clearer and easier to read.
Many of the places we drive to in Fife don't have a bus connection or it would take multiple buses and several times as long to make the same trip.
Many thanks to all the team who keep our buses running. A wonderful service.
Mask compliance was disgraceful while requirements were in place.
Maybe put on an early service for working stating at 6 in the morning to get to work on time
Moffat and Williamson buses are very reliable, quick and have friendly drivers.
More bus routes needed in Kinghorn due to Lochside Grange development
More buses
More buses and no bus changes would be nice.
More buses at school times from Randolph Wemyss hospital to Scoonie, have to get X60 at College St and is always late so usually waiting 30- 40 minutes for a bus, I finish work at 2.30 or 3.30 and can't get a bus to Scoonie from my workplace
More buses between Crail and Anstruther would be wonderful
More buses from one city centre to another
More buses in evenings especially during summer as nothing between 6 and 11/12pm and also buses on Sunday please
More buses on Sunday more frequent
More busses to fife zoo and places that you can only access by car would be good for people and also the business more bus going that way would make it a lot easier for people to go to these places
More busses to go up banklands in newburgh

More cancelled buses than ever before. Need more drivers for better service.
More drivers
More express buses should pass through Inverkeithing rather than going from Ferrytoll directly onto M90
More frequent buses during the day and not 2 hour gaps between certain times
more frequent services are needed from Leven
More regularly buses
More reliable
More services need to pass through Duloch or nearer Duloch than at present, Queensferry Road.
More space for bikes on board please!
More stops in housing schemes
More straight route journeys from Methilhill is needed as well as a bus after 6pm to Victoria it's a long walk from Buckhaven to Methilhill after a 12hr shift consider the workers
More time between buses using same terminus stop as delays or early arrivals can end up with passengers and drivers playing musical bus stops as bus has to stop at another available terminal.
Mossgreen should have a bus every 2 hrs is ridiculous the old people can't walk down to Crossgordale a bus and there are more houses now built up there
Most drivers are very professional but there is some that can be very rude, particularly in a condescending way, it can make for a very unpleasant experience. Bike access would be great, particularly to areas that are popular for cycling.
Mostly friendly helpful drivers. Would like more buses instead of hourly.
My 14 year old uses the new bus pass which is amazing but the bus station at night is a no-go as he feels intimidated. Especially Thurs, Fri, Saturdays. Too many arseholes and that's being kind. Security needs to be at the bus station
My area is served very well by buses. Thanks Stagecoach.
My area of residence (& travel) is not listed above. Newport/Wormit. It's now impossible for me to travel by bus to a 9-5 job in Dundee due to bus times. The bus service used to be great for this but now they leave too early or too late around childcare

My journey is to Edinburgh which is not on pick list
My most frequent journey is between Dalgety Bay and Dunfermline, sometimes 40 minutes to travel 6 miles, it can be quicker to go to Edinburgh.
NE Fife bus timetables need to be readdressed so they actually catch ongoing buses (nil to do with being delayed just crap timetabling!) e.g. to get to Cupar from Tayport go via Dundee, & god forbid you want to get to Stratheden Hospital after that! Awful
Nearest bus stop is 2km away along the A92 with no footpath
Need a bus from Aberdour to Ferry Toll - no way of getting to /fro Ferry toll & Aberdour at any time
Need a regular service via Cameron Hospital
Need asap
Need atleast some journeys connecting Abbeyview to fife Leisure Park, Halbeath park and ride and Halbeath retail park area.
Need better connection to inverkeithing railway
Need buses at convenient times to get Cupar students to and from Madras College
Need busses from Dunfermline to Kincardine later in evening
Need more busses than once an hour Leven/cupar
Need more drivers as busses are being cancel regularly
Need more that go to Dunfermline as it currently takes 2 hours and I have a disabled child which is hard to take them anywhere never mind a long journey
Need shorter and quicker routes and realible buses that don't stop at early times or breakdown as there old models
Need to ensure the buckets for used tickets work too often litter on buses horrendous
Need to have regular services direct to train stations since we have to travel so far to catch a train. Especially if new stations coming into leven area.
Need to open bus offices again as never anyone around to help. Also bring back paper bus timetables as not everyone has a phone to look them up!

Need to reinstate Xbuses back to Ladybank
Need to restore Torryburn 15:19 service Mon to Fri as it's a nightmare trying to make appointments in the afternoons with no bus service out to Dunfermline at this time.
Needs more competition. Would be great for direct routes station to station. I think one to one bus station services would help people get smaller buses around where they need to go. Fife circle also needs upgrade no alternatives to mimic newcastle metro
Needs to be more frequent between duloch and inverkeithing
Newburgh to glenrothes to Glasgow takes way too long. This is a regular commute for and takes upto 4hrs to do this journey from airdie.
Nice and clean compared to Glasgow buses
Nine times out of ten drivers are friendly and helpful. I only use bus to go from my doorstep to Edinburgh. The fire escape doors rattle really badly and very noisy on the X60 X61
No
No
No
No
No 7 buses late on too many Mondays or not at all available. Now onwards paper time table. Not everyone can access info digitally. Good ventilation on buses.
No bus 97 on a Sunday and stops at 7pm until midnight
No buses from north Glenrothes to the town centre turn left at the end of Huntsman's Road any more. Very inconvenient if you are trying to get to bottom part of Cadham.
No busses go past Kinghorn loch
No direct buses between Dalgety Bay and Queen Margaret Hospital (except 7 which takes about a week to get there) or Fife College in Dunfermline
No early buses to hospitals for shift workers at weekends
No enough buses

No one has ever fix the run down bus shelters. Including Dunfermline awful design bud station in the winter it's ridiculously cold, the chairs are metal and cold and no protection from the wind or rain I pity tourists arriving to the sheer state.
No room for baby buggies
No Sunday service available to where I live.
No timetable links between bus companies and Markinch Railway Station
No timetables
No weekend services to Perth
No, thanks.
North Queensferry, has 2 bus service's. One to the upper part and one to the lower. A smaller Sprinter sized bus could traverse the 1 in 4 hill and half the cost. This service could run between Ferry Toll and the village giving access to all other routes.
Not a reliable bus service from Markinch to Kirkcaldy or Dunfermline without having to go to Glenrothes which can be difficult with disabilities
not accessible enough
Not all drivers are courteous and helpful
not always on time and occasionally cancelled
Not convenient times for work even to next village fromSt monans to Elie or Anstruther so few abs far between and not reliable
Not enough
Not enough buses on
Not enough buses to and from edinburgh. Often busy and sometimes so busy you can't get on.
Not enough choice
Not enough services

Not frequent enough . Too expensive. No direct bus from the east neuk to Leuchars or Dundee. The Council cannot fix any of this and shouldn't waste money trying.
Not frequent enough for working people. No buses due to school ontract
Not good service
Not ideal having the 43 and X4 arrive practically at the same time in markinch to Glenrothes
Not regular enough
not reliable at all hours and doesnt run on sundays which is very inconvenient
Not reliable ie late or don't show up and some drivers rude
Not reliable, don't have many stops in the villages surrounding Kirkcaldy (Cardenden.)
Not sure
Nothing wrong with the buses it's the lack of common sense when putting together the timetable with zero thought on practical aspects of peoples daily lives
Number 19 is frequently late and lots of other services such as x24 being cancelled.
Occasionally in Rural areas there are not a lot of services which makes it harder for the elderly to travel if they don't have a car.
On a Sundy my service is next to useless (see my comments above)
On Saturday I tried to travel from Ferrytoll to Edinburgh but 6 buses came in & left with no room for passengers so after 45 minutes I went for train
On the whole the local bus service is good and will continue to use it rather than the car as long as it remains that way.
On the whole, I am v happy with the bus service.
One bus doing too many routes and stops
One bus every 2 hours on a Sunday and too late so I can't get to work for a Sunday shift

only 1 bus every half an hour along kirkland walk
Only 1 bus per hour but taken off to do school runs in the afternoon!
Only goes through the High Street Cowdenbeath
Only one, hourly, bus serves a number of villages increasing likelihood of being cut off
Only x1 bus per hour each way from home, surely could be better than that to enable onward connections
Open again the direct line from St Andrews to Stirling for commuters. Train is too expensive.
Pay for a 7 day megarider but can't use it after 6.40pm in the evening or on a Sunday. In Oakley we have to pay extra to use another company.
Please make provision to have cycles on buses. Bring the cost of adult travel down.
Poor connections to most of Fife. I am unable to reach anywhere I need unless I drive
Poor connections to other places
Poor suspension caused by drivers taking speed ramps too fast
Poor timetabling. 2 buses an hour which arrive 10 minutes apart and often at same time
Presently I am very happy with the services in general and I think the drivers are very patient and friendly.
Previously had number 19 service which was more efficient and more frequent now have number 7 less frequent and unreliable. If had number 19 going through Rosyth would use bus more and would be great to have connection to park and ride
Prices far too high. Average £10
problems in working out which bus goes near my house and when
Punctuality is a problem and can have a knock on effect for connecting journeys- particularly attending appointments.
Punctuality of bus services is much better these days.

Put more bus drivers on the buses more and now more cancelled services
Put more on to Leven via methilhil between 7-8am! Also the return needs more buses after 2pm!
Put the wifi on ,more chargers on bus xx
Rarely on time and buses not turning up
Recent progress in all aspects of bus technology and development has been surprisingly slow to be adopted and some services such as Moffat and Williamson are still not fully utilising such technology such as live bus tracking which is available to them.
Regularly speeding in 20mph zones; need to have better connections to hospitals
Reliability is the main issue for me. Short notice cancellations in particular just now.
Reliability, frequency and safety are very important. If there is not a frequent and reliable bus service that people feel safe using then it is unlikely that people leave their car and take the bus instead.
Residing on a heavily used Express bus route, constantly annoyed by speeding buses (approx 40mph in 30 mph zone) and noisy engines (SP62BMY) and noisy over uneven road surfaces.
Rude drivers, very off putting
Rural routes need more buses. One bus per hour isn't enough
Sadly the bus services in rural Fife are awful, there are very limited destinations available, the cost is ridiculously high to travel just a few stops.
School buses in Mountfleurie area are too big,trying to negotiate small streets. Also the bus turning circle in Turpie Road is no longer used, the earnest bus stop is at Aldi, buses frequently stop here but some should go to the turning circle.
Schoolday timetables on the 95 leave me confused, there seems to be no logic to when a bus runs in an afternoon from 1pm to 5pm - it seems to change every day
Service becomes for schools only at certain times. Leaves a huge gap in the timetable
Service is every two hours which is not good enough. The best service for St. Andrews (23) has been cancelled.
Several times over the past 2 weeks the 42 has not run at published times in both directions - this means I am late for work as buses are only twice per hour.
Simplified Routes sticking to main roads and avoiding schemes

Simplify the route and make buses more frequent and on time
Since covid the buses have been further apart so I would like to see more frequent buses heading to Edinburgh, Glasgow and St Andrews.
Small rickety and rock hard seats, very uncomfortable.
Smaller and more frequent service to and from Crail, at least 2 if not 3 small buses an hour. Your survey doesn't allow me to say I travel from Crail. Hope this isn't a sign of this being a waste of time if you can't put your actual journey n
smaller buses could be used for the 85 Duloch as there is parking problems in Camdean Rosyth
Some are desperately in need of maintenance/upgrading
Some drivers are courteous - some less so. A pleasant demeanour is a requirement when dealing with so many members of the public.
Some drivers are nice to people
Some drivers forget the elderly need time to get on and off buses
Some drivers need to be more friendly,I regularly get on buses where the driver has said absolutely nothing at all,not even the price of the bus fare.
Sometimes the buses have been cancelled this last few weeks
Sometimes too many buses which are empty e.g. M4 Servi e. Could switch from hourly to 2 hourly to make the Service more cost effectively
Stagecoach bus service in Fife is brilliant. However, it would be good to see the villages surrounding the key areas identified better connected. I use the Ferrytoll park and ride to get into Edinburgh but this is poorly connected to rural villages.
Stagecoach doesn't offer even one bus a day to Stirling why .?
Stagecoach has ruined fife's transport network
Stagecoach have failed to provide a reliable service for years. We need to get to work on time. It's not just the effect of COVID. Stagecoach need to go. Their staff have poor customer service skills
Stop putting bus off
Stop using double deckers, there clearly isn't a need.

Stopping at Elmwood college for the x59 would also be beneficial for a lot of students!
Sunday services begin too late for weekend workers
Sunday travelling to work in St Andrews there is only the Number 95 from Leven and only every 2hrs.
Taxi rank on Cowdenbeath High St needs done away with and used as bus stop lay-by. Bus stop opp train station often has cars/taxis parked in it. Needs patrolled as buses often have to stop on street and cause congestion.
Tayport and Newport etc are closely integrated with Dundee for shopping, liesure and healthcare but even this questionnaire ignores this!
Teach drivers some manners
Terrible survey & consultation. Anstruther ? destinations?? The x60 suffers from being late so often and presumably this is due to its long route fromEdinburgh. Faster local services would be better.
That they respect bus stops and times when they are early.
The busses to Saline are infrequent and almost impossible after 6pm, I work in Edinburgh and was considering getting the bus to and from the village, however, I was unable to get a bus back until 7,24pm.
The 19/a is struggling for drivers and I'm having to leave the house earlier and earlier to make sure I get to work on time. I can't leave vulnerable adults alone cos the 19 is so unreliable at the moment. It worries and scares my service users.
The 3 or 3A that I use to get to and from work if there was 1 last journey back into bus station even the St Leonard's one from Duloch at 12:05am would help a fair few of the Tesco employees finishing at midnight
The 33 needs to be put on longer, the last bus is at 6pm and I struggle for this as I finish work at 6:30 and end up having to get 2 busses home! It also struggle for college if i finish late
The 87 is never on time and the bus timetable is still the same one since 2016. Times have changed
the 95 and express services have always been to close together, every 30 mins instead of following each other into leven would better serve communities
The 95 service is usually an old double deck bus an often runs with only a few people on it. A smaller bus should be used out with peak times.
The 99 route from St. Andrews to dundee is so disproportionately priced. Such an expensive service compared to other within Fife and Tayside
The bus drivers are amazing: friendly, helpful and highly skilled drivers. I always feel safe on the bus.
The bus drivers need lessons in customer service. 9 out of 10 drivers on Stagecoach are rude. Working in a customer service environment every day, i feel that I would prefer to get the same level of politeness that I give my customers.

The bus Keep BREAKING Down and don't turn up.
The Bus prices in fife are far too high, especially when you compare to Edinburgh prices
The bus routes and not co-ordinated, wither in routes or times, with long change waits between connecting services. Ticketing needs to be universal, and not dependent on the operator. There needs to be adequate free parking near bus stops.
The bus routes in St Andrews are so complicated !
The bus service where I live is not very good. And the company that serve the route don't start to operate until 9am on a Sunday morning, resulting on our first bus isn't until 9-45 on a Sunday
The bus services from Ferrytoll and Halbeath Park and rude are great but getting buses to these places from Duloch is really a joke. There's virtually no buses to get to the park and rides from local housing areas
The bus stop I go to at charleston drive gas been out of use forc10 weeks meaning I have a 8 or 9 minute walk to the next stop. They usually use a temporary bus stop. It means I miss my bus at night(when it's not cancelled).
The bus stops are very unappealing I wouldn't choose to stand there. The busses themselves are frequently late and or cancelled.
The bus tickets in the NE Fife area (especially between St Andrews and Dundee) are incredibly expensive. On top of this recently, buses have become very unreliable. In the last three weeks, it feels as if about 50% of buses have been cancelled
The buses are a shambles recently. Buses being cancelled with no notice, sometimes not even on twitter. Not everyone has twitter. Please turn on the screens in the individual stances and update them if buses are late or cancelled.
The buses are fine in my area, but I wish the drivers would help when kids are being nasty to other people and chucking rubbish all over the bus seats.
The buses are not full how can we not use smaller buses
The buses from Kirkcaldy to different areas of fife like Glenrothes and Dunfermline are just too long considering it only takes 10/15 minutes in the car
The buses in my area have never been upgraded in years, they are so unreliable
The buses to St Andrews and Cupar are long journeys, if there were quicker routes i would go more frequently.
The cancellation of all the buses is not good enough people rely on them for work and school runs
The comfort of the buses,even new vehicles is not great. Buses need to be better maintain as they are noisey and rattly!
The commuter buses from lapwing drive aren't often enough

The connecting times of buses at Dunfermline bus station. Our bus from Torry burn comes in at exactly the same time as the Edinburgh leaves so we always miss it and have to wait 30 minutes for the next one.
The drivers are sometimes not very pleasant and not very accommodating to their passengers
The drivers are usually very happy to stop on the straight outside our cottage which means I don't have to walk along the road as there is no pavement for the first half mile into town. We have guests and visitors who like to use this service into town.
The drivers could do with a refresh of the highway code. Last I checked pulling out into traffic when they feel like and driving around with an "I'm bigger than you" attitude wasn't part of the highway code. Also perhaps some respect for others
The early morning 28 service from Dunfermline to Falkirk, stops at too many streets and it seems to follow an identical service at the same time. it should stick to the main roads and speed up the first service at peak commuting times to/from Kincardine.
The frequency between Woodside to Kirkcaldy horrid. I struggle to get a direct bus to where I need to be. Plus stagecoach need to find another way to announce if a bus has been cancelled. Twitter is only a good platform for some not all.
The infrequency and unreliability is the worst aspect, the two buses that we use come within 10 minutes of each other and if missed there is an hour to wait and no cover if wet/windy/cold.
The journey time from St Andrews to Victoria Hospital means that going for a 15min appointment takes all day
The journey times within towns are ridiculously bad. I can't travel from pitcoudie to tanshall for work on the bus without having to go round the whole of Glenrothes and bus station first. This is why I drive.
The k12 and k11 are the worst buses in kirkcaldy, they are never on time,I waited nearly 15 minutes on it arriving or they don't show up at all,this has happened often
the Kingsbarns services aren't frequent enough
The last bus returning from Perth is 19,05. Thus making it almost impossible to either work or shop or socialise without the use of a motor vehicle.
The length of time it takes to get to the park and rides for buses for an onward journey
The limited stop bus that I used to board at my local bus stop to go to Edinburgh no longer stops on Queensferry Road through Barnton / North Corstorphine/ Blackhall.
The main problem in North Glenrothes is when there's a shortage of drivers at Stagecoach the 37/37A is the first to get cancelled, if this happens on a Sunday then there are no buses at all due to Moffat & Williamson not operating here on a Sunday.
The nearest bus service is not included in the survey as it is from a village between Cupar and St Andrews to these towns. No use improving the routes on the corridors you mention as it would need a car to access these corridors.
The number 19 is frequently late which makes me nervous about missing my connection at Halbeath Park and Ride for work.
The number of cancelled Stagecoach services lately with little or no information provided. What is the point of having a live app if it's not updated. Seem to manage to announce things via Twitter though. Extremely poor customer service.

The residents of Oakley and surrounding villages are being robbed. We buy a 7 day megarider but can only use it until 6.45pm Mon-Sat and not at all on a Sunday. 3 services to Dunfermline and they charge 2 different prices.
The Saturday timetable is good. You can get between Crail and Leven twice an hour by knowing the 95 turns into a 97 in St Andrews
The SATURDAY timetable of the 95 and 97 is good. They provide 2 buses an hour between Leven and Upper Largo. And two buses an hour to Crail (one via St Andrews, one via Anstruther). But things fall apart on schooldays. Can school buses be kept apart?
The service from Kelty to Edinburgh was temporarily reduced and has never been reinstated as a full service. I lost my previous job because of this issue
The service from Stagecoach has been shocking the last month or so. Budgeting for my travel a Megarider ticket weekly then my buses to or from work being cancelled. This means my travel expenditure has doubled after paying for taxis I can't afford.
The service has got drastically worse, the customer service isn't great, keeping cancelling buses and not properly notifying people. When sending a polite email about issues not even get an apology. Just told were not liable.
The service I use most (94, 94A) is excellent, with a reliable hourly service. I'm very surprised it isn't busier. Ideal for short journeys (Kingskettle to Cupar, for example) but I would use one of the express services if I wanted to go further.
The services don't connect well and there are few routes to many places that don't involve a direct trip. This usually means getting a day ticket rather than a single journey when you are only going to one place.
The stagecoach operators when asked what is the problem with the bus? they seem not wanting to tell you.
The tickets are too expensive.
The wait for a bus from Markinch Station to Kingdom Centre is often almost half an hour after getting off train from Edinburgh. Connections to reach Markinch Station from North Glenrothes are and always have been very poor.
The web site doesn't load well so older bus stops have no info. Not enough routes via places like Windygates/Kennoway. I don't want to change bus multiple times & wait an hour on the next one.
The WiFi should be back on all buses
The windows are often so dirty you can't see out in the dark. In bus messaging sign of the next stop would be useful
The X59 to St. Andrews has failed me twice this week by cancelling randomly. There is no easy way for me to find out if I am going to miss my bus or not until it is too late and I am already in Ferrytoll trapped on a stance waiting for the next hour bus.
there always late
There are buses on a Sunday on route 97
There are no buses in my area of Glenrothes at 0600 to get me to Kirkcaldy hospital for starting my shift at 0700. I have to walk at least ½ mile to the closest bus stop & change buses or walk 1½ miles to bus station for straight through one

There are no direct bus routes from Duloch/Pitcorthie to Halbeath. It's a 35 minute walk, or 2 buses which can take up to an hour when there could be one that would only take 10 minutes and serve the Leisure Park too, especially with the new College.
There are no fast and direct buses from Dalgety Bay to either of the park and ride hubs (Halbeath/FerryToll) and the journey to Dunfermline is over 40 minutes for a very short journey
There are no longer any buses that get you to St Andrews at a time for workers to start or finish very few buses come through Gateside
There are no regular buses between Inverkeithing and Dalgety Bay. The cost to take the train is far too high for low income families. There are no train/bus zone tickets available. Transport companies should be working together to create zone tickets.
There are no suitable bus routes to enable me to access public transport.
There are none
There are none that serve mossgreen area of crossgates
There are not any
There are not enough drivers. Many of the buses I wish to travel on do not run because there are no drivers.
There are several council funded services that run with low or no passenger usage, the money would be better spent on other services that people use.
There aren't enough buses in my area and those that are sent often break down or are very old and rickety!
There aren't enough busses from my area to Kirkcaldy first thing in the morning. I require busses for work
There can be an element of unpredictability as regards buses from Glenrothes, through Thornton to Kirkcaldy, especially between 1600 & 1700
There desperately needs to be quicker, more direct routes between Fife's larger towns. No driving through housing schemes, just straight there and back, especially between Glenrothes and Kirkcaldy. Those need to run quite late too.
There hardly any via Gateside
There is a lack of options. 2 buses travel in opposite directions and all connections must be made from these bus stations meaning you often double back to get to your destination. Why is there no direct bus to Cupar from Anstruther for example?
There is no bus which goes from Asdas to Sainsbury's, you have to get 2/3 buses
There is no buses going from one end of the town to the other

There is no choice, Dunfermline or Kirkcaldy. No direct bus to Cowdenbeath or to Edinburgh
There is no direct bus from methil to cowdenbeath
There is no direct bus from Mossgreen into Dunfermline
There is no evening service to Lochgelly from Kirkcaldy
There is no link to train services in fife from Kincardine, or a direct bus journey to Edinburgh - which would be better for work/socialising
There is no longer a bus service in my village and the Flexibus is always booked and rarely available. As a result I have to drive everywhere.
There is one bus every two hours and most of the time it doesn't even stop for you, we need more busses to more places
There is only 1 bus available in Burntisland and as it stops in almost every town the journey can take an hour when it would take 15 minutes in the car.
There is only one bus running in my area, it is often not on time, the bus can be dirty, the window seals on one bus, I can only describe as a health hazard, kids in particular will put their hand there while looking out the window
There isn't one !
There needs to be a direct bus from Dunfermline to Dundee! Having to travel to halbeath p&r is a whole other journey first
There needs to be buses before 11 on Sunday starting about 8 in the morning, as no busses travel through Kinglassie at this time, when people need to go to work or travel elsewhere
There needs to be earlier and later bus more frequent bus times as there's days I have to be at my work hours before I start
There needs to be later busses out of St Andrews. A night out with friends, ends early. Also, PLEASE keep the bus station open later especially in the winter. It's a nonsense that folk have to stand in the rain and snow waiting for the last bus home!
There ok
There should be a direct bus to cities-Dundee, Edinburgh, Glasgow
There should be an express linking towns to key points. e.g dalgety bay halt, Aberdour station, Burntisland high street, Kinghorn high street, Kirkcaldy high st, Kirkcaldy bus station, Victoria hospital, dysart, leven.
There should be one ticketing scheme across Fife. Why should passengers have to pay more because the council have decided to change the service operator? Particularly where you have one operator during the day and another at night.

There were three an hour and it was cut to two an hour (39 & 39B)
There's no links in the early mornings and evenings to Falkirk Stirling or alloa
There's no longer any way to get from auchtermuchty to St. Andrews - there's very limited public transport options and so I'm forced to use my car
There's many other things I would do in local areas however public transport routes means I would need 2/3buses there and back, so I find myself travelling further as I can get one bus direct.
There's only 1 bus and hour going from St Andrews to Tayport and none on a Saturday night. Meanwhile there are 3 an hour going to Dundee, bypassing Tayport. You even left Tayport off of this survey! Why are we geubg ignored?..
They are always empty so presumably running on a subsidy. They go from nowhere to nowhere. They need to link up with other buses and train stations to make them viable and useful
They are always late and i had an issue a while back with a rude driver
They are consistently late to the point you have to take earlier and earlier buses because they're just not reliable. The time it takes to get to St Andrews from Kirkcaldy is ridiculous.
They are either late or never show up.
They are expensive
They are extremely unreliable. Always late and sometimes don't turn up at all. Buses off at school times. What about people other than kids trying to get to/from work?
They are fine so please leave them alone
They are full young idiots
They are in terrible condition. Why not have a council owned provider like Lothian Buses.
They are just too unreliable. Also i run an EV and the Stagecoach buses are huge emitters of diesel fumes, as they seem to be old and maybe poorly maintained
They are never on time
They are never on times either early and done wait to the allotted time or their late!
They are often late and when they do turn up most drivers give you look as if to say its your fault that they are running late

They are pretty reliable and well used tbh but live updates at the bus stop would help people who do t often use the bus
They are regularly cancelled with no update on the website — I’m talking specifically about the 42a. I’ve watched the “live updates” for the 42a while waiting at the stop only to have the bus never show up.
They are ridiculously expense and infrequent
They are unreliable, too few, infrequent and inconvenient requiring changing to often to get to closest big towns or citys
They are very expensive
They aren’t frequent enough and it’s hard to get a seat because they fill up with all the over 60’s travelling on their free passes (maybe they shouldn’t be allowed to use their passes at peak time?) and
They cost too much
They need more room for buggies
They need to be made more accessible for disabled people, the lifts and equipment to get someone on using a wheelchair aren't always working. Staff definitely need more disability diversity training
They need to run on time
They need to stop properly not at a 40 degrees angle stay within the speed limits
They ought to be cheaper than taking a car. Folk would then overlook other failings.
They seem to cancel the 19a through hill of beath all the time. Tried asking why when this happens why they can put the 19 through village but no answer. I feel they don’t care about small villages but we have loads of disabled and vulnerable people
They struggle in Dysart due to parked cars inconsiderately and vans
They’re always late - up to 15 minutes sometimes and sometimes they just don’t turn up. Buses from glenrothes to markinch are a pain aswell
They’re generally very good.
They’re reasonably frequent but it does take an hour or more to reach Dunfermline. There could be less stops from Lochgelly onwards where the 19 is very regular. (I’m in Cardenden)
They're reliable, they have nice and comfy seats and are especially nice and warm during the winter

This buses In Glenrothes just now are terrible they either show up late or they are not running at all.
This is a life line for getting into and home safely from town where there is no pavement to our home.
This is a rubbish questionnaire. People regularly travel to and from lots of places, there is no indication as to whether this should be your most frequent trips, longest trips or what. I had assumed it was about where do travel by bus till got to next q
This survey was tricky as I live in Cellardyke, the bus service for the east Neuk is not great. There is no direct link to Cupar. It is expensive in comparison to the car. Day tickets are pointless when you just need a simple return for work.
Thornton is served poorly considering numerous express services bypass the village. Extending the journey time by 3-4 mins of services which are 2hrs + end to end to serve Thornton with limited stops would make a huge difference with rail service slashed
Timetable getting between crail and St. Andrews isn't any good for me getting to work
Timetables changes would help people living in rural areas to make connections to and from Dunfermline to Ferry Toll and other services.
Timetables need to come back
To go anywhere, other than local, I would have to get multiple buses, which eats into time considerably.
Toilets on buses open, buses that don't break down ever 2nd day
Too expensive
Too expensive and jouneys time is too long
too few and unless you have a free bus pass, they are too expensive to use when compared to car use
Too few, too unreliable, too pricey
Too infrequent. Also it's often too full by the time it gets to me.
Too many buses taken off for the schools. This cuts the amount of buses for people trying to get to work.
Too many old double decker buses and lack of services during school term due to service not available as vehicle used for school contracts.
Too many options confusing e.g. cannot get 27A to my bus stop as it goes to hospital but can get 27

too often the bus doesn't show up or is discontinued at a station too early. these things happen but it would be nice to have some warning so passengers can get an earlier bus and not be late for work.
Travel often from Aberdour to Dunfermline to visit sister,55mins journey going round housing schemes,Giving up on that ,now take train to inverkeithing and stressed as 2mins to connect ,other side of platform,Often late connection,Next 747 an hour on,
Unreliable
Unreliable and not enough direct routes. Not joined up with other public transport service providers. Drivers unsure of new technology, that is to say Young Scot cards
Use 95 from Kingsbarns to St. Andrews and only one per hour. Too long to wait on return
Very disappointed the fast X53 service Kirkcaldy (Vic) - Cupar - K=Dundee (Ninewells was inexplicably withdrawn.
Very expensive per mile travelled
Very few buses and expensive. I would use more if cheaper and more frequent just to help the environment.
Very few In North Queensferry
Very good service
Very infrequent and expensive
Very poor and unreliable transport to and from Dundee. Local stagecoach buses are very expensive and it would take over two hours to get to my work in Dundee. I have had to choose other means as the last bus from Dundee to Dunfermline is around 4.30pm.
Very poorly served evenings and weekends
Way too expensive and takes forever to get anywhere
We are a rural community and you are not looking at local connections to major routes. I regularly travel for work but don't live within walking distance of Cupar town centre so buses are not an option at the moment. Connect the people not the towns
We desperately need more QUICK journeys between dundee and glenrothes
We dont have a local bus. No 9 was taken off so no public transport from Dysart to asda anymore. Not everyone has a car or the time to take a bust to bus station then bus to asda. A buzz bus would be great on this route.
We fall into the priceiest categories where we live and have to travel the furthest for connections especially to Edinburgh and Glasgow and we are on a main bus route which is used when there are roadworks plus a lot of people work in Tayside in Leuchars

We have 1 bus every hour bus sometimes doesn't turn up bus goes off during school hrs for 2hrs no bus for 2days at Christmas and 2 days at New year service needs to be improved at all costs across fife and Glasgow
We have a very busy bus and frequently it is not running, many times I have stood for an hour to get the next one!
We have no bus to the cinema or Dobbies in Dunfermline. But have to go into the bus station and then out again. A bus there would be ideal.
We have one an hour going to Dunfermline and in frequent ones going to Ferrytoll so you can get the bus to Edinburgh. More frequent buses to Ferrytoll and I would use my car a lot less
We need a bus service that can take us directly to Halbeath Retail Park.
We need a more frequent service to get us out of cars
We need a much better service as we have no shops or facilities and need to use cars mostly as the very limited service causes to many problems
We only have direct bus to St Andrews and Leven. We have to change buses for main hospitals serving Crail. One X bus should serve Crail. A small circular route serving Crail, St Andrews & Anstruther, both ways, might greatly increase linkage
Well served for st Andrews and Glenrothes but not Kirkcaldy. Existing village circular bus is good but misses Kingskettle
what annoys me about the X55 from Edinburgh to Dunfermline is Edinburgh residents making short journeys denying seats to people from Fife that NEED to get on the X55. unless the fare is over five pounds drivers should give priority to Fife residents
What busses? There's one bus from Limekilns to Inverkeithing at 6.26am and one back at about 6pm. The service to Dunfermline is infrequent. No wonder people drive.
Wheelchair ramp usually broken or clamps don't work properly or driver training to know how to use the ramps
When building houses, ensure bus service is good. In new housing estate near me, each house had space for 1 car. No reasonable local bus service so we find after 1 year more that 50% of the new houses have paved the lawn for 2nd car. Not right at all!
When I use the bus it goes round too many housing schemes rather than sticking to the main road routes. the Number 7 services take 1hr and 10 mins from Rosyth to Kirkcaldy
when schools are in session we have no busses from about 10am til about 5pm
When working at the Fairmont Hotel, the bus service to Crail is too infrequent.
When you get on buses and can't access seating for people with disabilities as people with buggies who won't let you sit down. And people with animal cages sitting on seats
While longer distance connections are good, our town services are awful.

Why are the buses in St. Andrews allowed to keep their engines running while stationery in south street? The pollution is very bad for the environment and for pedestrians having to breathe in the fumes while walking past the bus.
Why are there so many buses that are not in service? When the app shows that it is on time and this bus appears not in service. A bus station that doesn't have regular trips to the airport is ridiculous. Halbeath Park and Ride isn't a good option for the city, I think.
Why can't the 747 go into crossgates along the inverkeithing road, then onto park and ride? It won't be missing any stops but would be more convenient for a lot of people
Why can't some buses use Foulford Road, avoiding the already congested high street and the route being more accessible to both high school pupils and people who can't walk to the high st
Why do they need to stop 95 and 97 services at during school term time?
Why is there a need to transfer bus at Glenrothes. this effect all passengers in north, north east fife
Why is there no longer a bus from Kinross to St Andrew's via Cupar?
Why is there no service Eastbound from Crossgates along B925 to any location? The only bus service Westbound is privately, doesn't link in to Halbeath and is not part of the day-ticket services meaning I require 2 tickets just to get to Dunfermline
WHY IS THERE NOT A DIRECT BUS FROM Cowdenbeath/ Hill of Beath / Crossgates to Inverkeithing, a major Railway station hub for onward travel South to England
will provide separate email
Won't accept my fifestyle card even though app says ready to use so costing me a fortune
Would be great to have a more direct link from kincardine to connections to Edinburgh
Would be great to have more regular buses from Gateside to Cupar and different places as last bus at 5.15 isn't helpful for people who work late and on a Saturday only a few buses miles apart and no Sunday service means your stuck unless you walk
Would be nice if buses didn't constantly get cancelled in north Glenrothes
Would be so much better if the 95 came more frequently especially to the more isolated areas of the East Neuk
Would help the residents of North Glenrothes in the evenings and on Sunday's if the X54 and X59 serviced Huntsmans Road and Cadham Road. It seems at the moment that we are short of drivers so let's just withdraw the 37 and X37 to North Glenrothes
Would it be possible to make the 85 service from Rosyth to Dunfermline via Duloth Tesco 10-15mins after the No.7 at 45min past?
Would like bus back that travelled to Stirling from cupar

Would like more buses stopping in retail park Kirkcaldy.
Would like there to be 6 30 bus 95 7 days
Would love to have a bus from Cowdenbeath to Burntisland which is only 10 minutes down the road takes a long time on the leven bus
Would really benefit from more buses going into Central Fife and the East Neuk, and easier connections
X24 to Glasgow takes longer now because of extra stops.
X27/A great but #4 awful needs bigger bus, more frequent journeys and more reliability
X60 normally far too big for the streets it passes through.
Yes as I work all hours it would be good to get quicker bus home the 97 is quick but stops running early and after a 12 hour shift I have to sit on the slower buses for over an hour
Yes where my daughter lives in the Dunfermline area if we need to attend hospitals linked to the area there is no connection for any of the hospitals - travel hubs (Halbeath/Ferrytoll bus stations or the train stations to take you south or north it's fun.
Yes, we presented a petition to stagecoach in 2019 I would be happy to send the 2019 results onto you moragcoleman@gmail.com if you are interested?
Yes, you do not have coastal villages on your survey as a travel from point. I travel from Anstruther to Edinburgh, St. Andrews, Dundee, Leven, Kirkcaldy etc



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