



Fife Council

FIFE BUS CORRIDOR APPRAISALS

Phase 2 Consultation Report





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APPENDIX A

PHASE 2 CONSULTATION QUESTIONNAIRE

1 INTRODUCTION

1.1 BACKGROUND

- 1.1.1. The Scottish Government 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
- 1.1.2. Fife's extensive bus network plays a crucial role in enabling movement across the area, whether 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 success in attracting people to bus services on some routes through the popular park & rides at Ferrytoll and Halbeath, as well as 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 wider economy have changed, further accelerated and magnified by the effect of the COVID-19 pandemic.
- 1.1.3. Across Scotland, 388 million bus journeys were made in 2017/2018, compared to 487 million a decade earlier.² This decline has been accompanied by a corresponding increase in car ownership, which brings additional congestion, emissions and a reduction in bus journey speeds, creating a spiral of declining bus usage. The impact of COVID-19 introduces additional uncertainties around future usage of Scotland's bus services, making it more important than ever for this low carbon, efficient and environmentally advantageous mode of transport to be prioritised within our towns and cities to ensure a cleaner, greener and more sustainable future.
- 1.1.4. In January 2022, WSP was commissioned by Fife Council to take forward bus corridor appraisals across five key bus corridors in Fife. The study was undertaken as part of the Bus Partnership Fund (BPF) which is managed by Transport Scotland on behalf of the Scottish Government. It employs the Scottish Transport Appraisal Guidance (STAG) to build upon previous work already undertaken by the Fife Bus Partnership.

1.2 PHASE 1 CONSULTATION

- 1.2.1. As part of the corridor studies and to complement the emerging Fife Bus Partnerships goals, public consultation was undertaken to gauge public perception on the proposals along the corridors.
- 1.2.2. 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. This involved:
- Online questionnaire survey using the ARCGIS Storymap platform.

¹ Transport Scotland: [https://www.transport.gov.scot/our-approach/transport-scotland-act-2019/#:~:text=The%20Transport%20\(Scotland\)%20Act%20was,a%20more%20responsive%20and%20sustainable](https://www.transport.gov.scot/our-approach/transport-scotland-act-2019/#:~:text=The%20Transport%20(Scotland)%20Act%20was,a%20more%20responsive%20and%20sustainable)

² Transport Scotland: <https://www.transport.gov.scot/publication/transport-and-travel-in-scotland-results-from-the-scottish-household-survey-1/table-sum-2-summary-of-transport-in-scotland/>

- Social media campaign.
- Leaflets banners and a paper survey at 7 key bus stations, local libraries and community centres.

1.2.3. The consultation found the following:

- Overall, across all corridors, 42% of respondents felt that slow bus journey times are attributed to on street parking causing disruption and congestion on bus routes. This was particularly pertinent on the Glenrothes to Leven corridor where half the respondents agreed with this statement.
- The second most popular response for slow bus journey times was found to be as a result of traffic related issues, particularly for the Dunfermline to Ferrytoll corridor, where 36% of respondents felt this was the main problem.
- Overall, 62% of responses were related to the need for better bus schedules and timetables to encourage higher levels of bus travel. This includes more frequent buses, weekend and evening services and better connectivity / interchanging between other services.
- The free text responses captured 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 and improved reliability of bus services.

1.3 PRELIMINARY APPRAISAL

- 1.3.1. Following the Phase 1 consultation, a preliminary appraisal was undertaken for all corridors, in line with the Scottish Transport Appraisal Guidance (STAG). Each option identified along the corridor was appraised against a series of bespoke objectives developed collaboratively with Fife Council, Bus Operators, Transport Scotland and Stakeholders. The performance of an option against each of the objectives was based seven-point scale of assessment from major benefit to major cost or negative impact.
- 1.3.2. The options were also appraised against implementability criteria (feasibility, affordability, and public acceptability) based on a three-point scale from major consideration to minor consideration.
- 1.3.3. Furthermore, appraisal was also undertaken against STAG Criteria and sub-criteria (environment, climate change, health, safety and wellbeing, economy, and equality and accessibility). Finally, the options were assessed against established policy to confirm their fit.
- 1.3.4. Based on the appraisal of each option, a recommendation for option selection (either as a 'core' option or a supporting 'complementary' option) or rejection was made. The retained options were grouped into packages, which could be adopted separately or collectively.

1.4 PHASE 2 CONSULTATION

- 1.4.1. Following completion of the option sifting portion of the preliminary appraisal, a second phase of public consultation was launched via the same ARCGIS Storymap platform as the Phase 1 public consultation.³ This Phase 2 consultation ran from 29th August to 29th September 2022.

³ ARCGIS Storymap Platform: <https://storymaps.arcgis.com/stories/89c51ff8b3b344cb8e62d19b1897b511>

- 1.4.2. The Phase 2 consultation highlighted comparable issues to those identified during the Phase 1 consultation before presenting the possible options.
- 1.4.3. The options were presented as general sketches and descriptions before a summary of each corridor was provided, presenting the following:
 - Key travel info and demographics.
 - Summary of the problems.
 - High level descriptions of how the problems could be addressed for different area types.
- 1.4.4. Respondents were invited to complete an online survey (print versions were made available, as discussed above) answering a number of multiple-choice questions including:
 - Which bus services they use.
 - Demographic information.
 - Questions regarding whether they agree with bus usage and if changes would improve bus journey times and reliability.
 - Questions regarding making buses a more attractive option.
 - How supportive they are of different option types.
- 1.4.5. In addition to the multiple-choice questions, free text comments were also facilitated throughout the survey, allowing respondents to add any 'other comments' they feel they wanted to add in response to each question. The survey form is attached to this report as Appendix A.
- 1.4.6. The feedback from this Phase 2 consultation will be used in the public acceptability scoring of the packages.

1.5 PURPOSE OF THIS REPORT

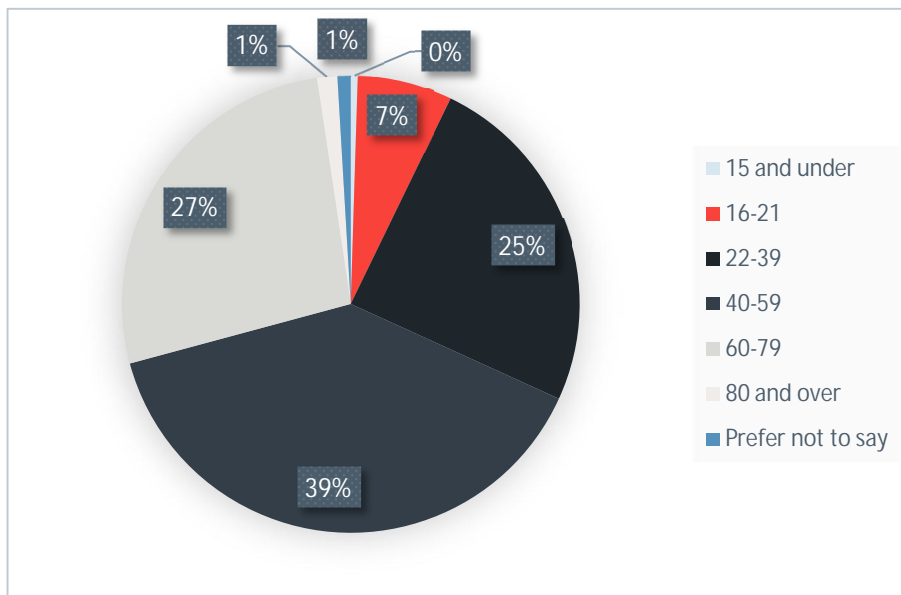
- 1.5.1. The purpose of this report is to present the analysis of the findings of the Phase 2 public consultation, supporting the Fife Bus Corridor Appraisals. The key aim of the report is to provide analysis and evaluation of responses to gauge public opinion on the range of options assessed as part of the STAG appraisal for each of the five bus corridors.
- 1.5.2. Section 2 presents the demographic parameters such as age group, gender, disability, geographical location and mode of travel of the respondents.
- 1.5.3. Section 3 to 7 present the findings of the corridor specific analysis, split by bus users and non-bus users. Each respondent was assigned to a corridor based on the proximity of their place of residence. Bus users were cross referenced to the service they use.
- 1.5.4. Section 8 provides an overall conclusion and summary of the Phase 2 consultation findings.

2 GEOGRAPHIC AND DEMOGRAPHIC OVERVIEW

2.1 OVERVIEW

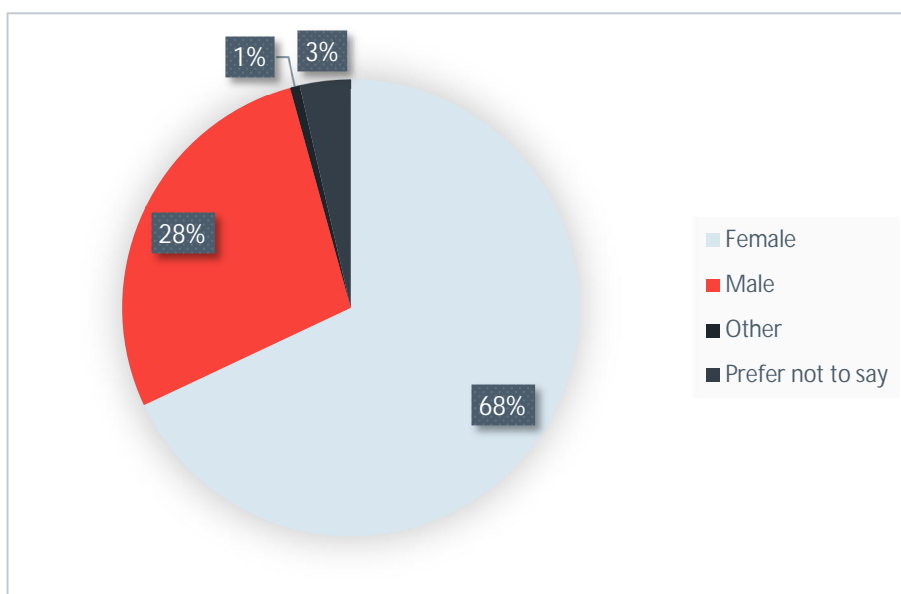
- 2.1.1. This section sets out the geographic and demographic profile of the respondents.
- 2.1.2. The median age group of respondents is 40-59 years. Of the total responses received in the survey 90% of the respondents are above the age of 22 years, with the split of 25%, 39% and 27% for the age group 22-39, 40-59 and 60-79 years.

Figure 2-1 – Age Profile of Respondents



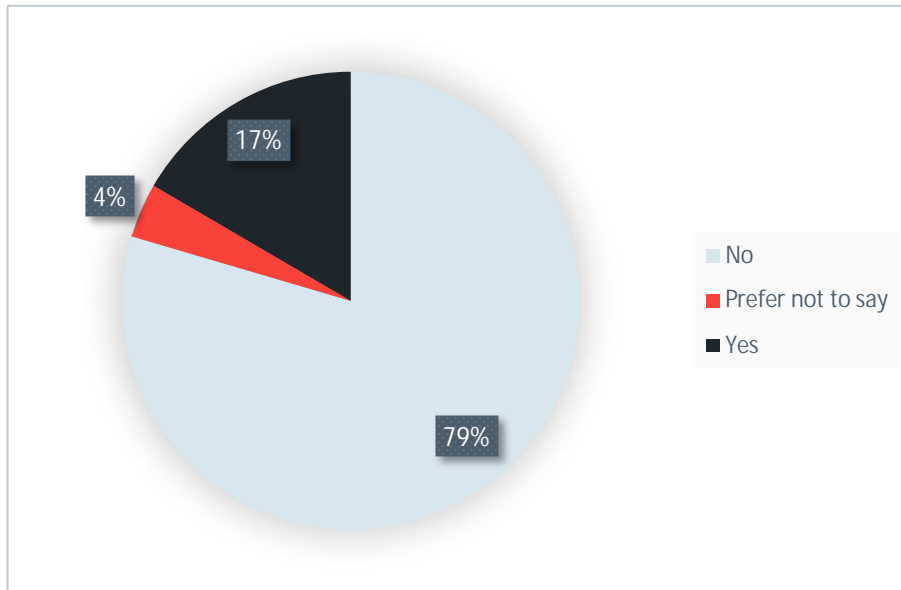
- 2.1.3. Of the total responses 68% of the respondents are females and 28% of the respondents are male.

Figure 2-2 – Gender Split of Respondents



- 2.1.4. 17% of the respondents identify themselves as having some form of disability.

Figure 2-3 – Respondents with Disability



- 2.1.5. All the respondents were plotted based on their postcodes to highlight the spread of responses relative to all the bus corridors as shown in Figure 2-5. The geographic location of respondents covered major settlements in the Fife council area such as Cupar, Dunfermline, Cowdenbeath, Glenrothes, Kirkcaldy, Leven, Rosyth, St Andrews and Tayport.
- 2.1.6. Each respondent was then assigned to a corridor based on the proximity to the corridor or the service used by the respondent. Figure 2-4 shows the split of respondents based on assigned corridors.

Figure 2-4 – Respondents Assigned to Corridors

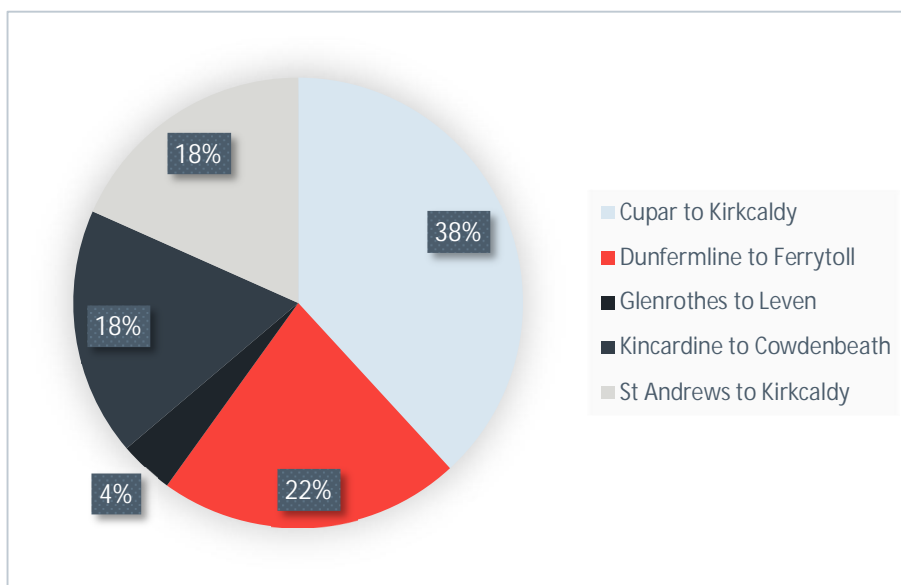
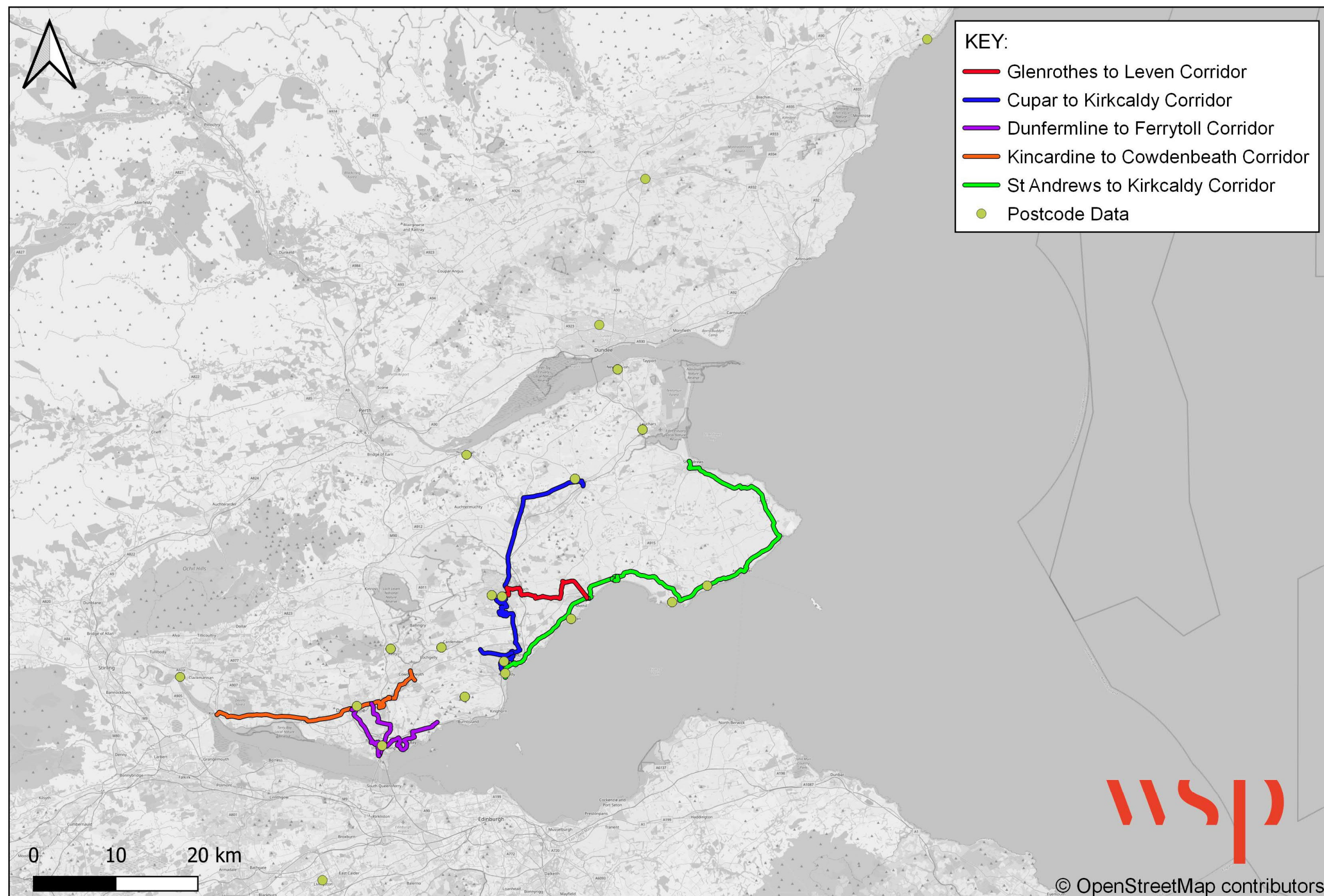


Figure 2-5 – Survey Spread



- 2.1.7. In general, 53% of the respondents identified themselves as using bus as their primary mode of travel. Focused analysis of geographical location with respect to mode split highlights that more than 60% of the respondents in Glenrothes, Buckhaven, Cowdenbeath and Dunfermline frequently use bus as their primary mode of travel.
- 2.1.8. Furthermore, over 50% of respondents residing in Cupar, Newburgh, Tayport, Wormiston, Anstruther, Elie, St Andrews and Aberdour acknowledge using modes other than bus for their daily commute. Table 2-1 provides a summary of bus users and non-bus users based on their geographical location.

Table 2-1 – Mode Split of Respondents based on Geographical Location

Geographical Location	Bus Users	Non-bus Users
Glenrothes	76%	24%
Buckhaven, Methil, Leven, Lundin Links	69%	31%
Kelty, Cowdenbeath	68%	32%
Dunfermline	63%	37%
Lochgelly	53%	47%
Kirkcaldy	50%	50%
Rosyth	50%	50%
Cupar	49%	51%
Newburgh	47%	53%
Alloa	43%	57%
Tayport	43%*	58%*
Wormiston, Crail, Anstruther, Pittenweem	35%	65%
Elie	30%	70%
St Andrews, Kingsbarns	23%	77%
Aberdour, Burntisland, Kinghorn	18%	82%

**Figures do not equal 100% due to rounding*

- 2.1.9. The following sections set out the bus user and non-bus user analysis based on the assignment of respondents to a particular corridor.

3 GLENROTHES TO LEVEN CORRIDOR

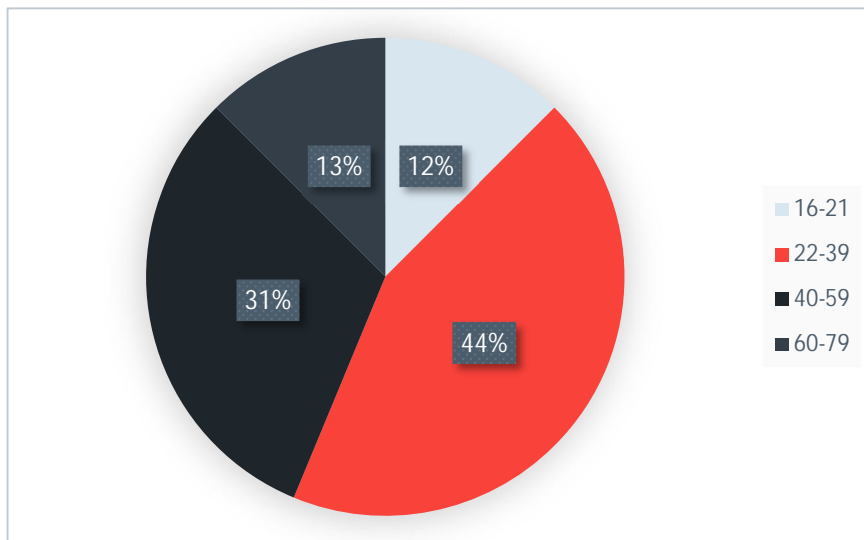
3.1 INTRODUCTION

- 3.1.1. This section discusses the Glenrothes to Leven corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.
- 3.1.2. In total, there were 16 respondents assigned to the Glenrothes to Leven corridor.

3.2 DEMOGRAPHIC OVERVIEW

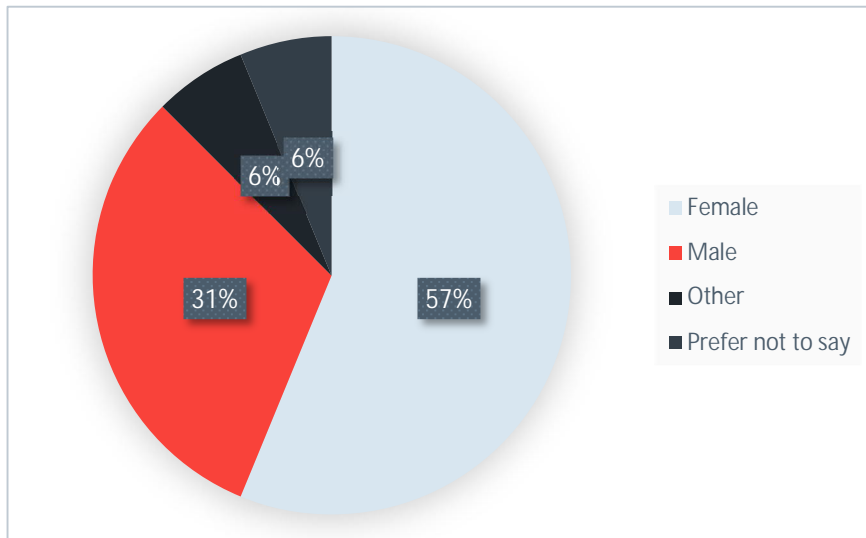
- 3.2.1. 75% of the respondents on this corridor are within the age group 22-59 years. Age profile of all respondents is presented in Figure 3-1

Figure 3-1 – Age Profile of Respondents



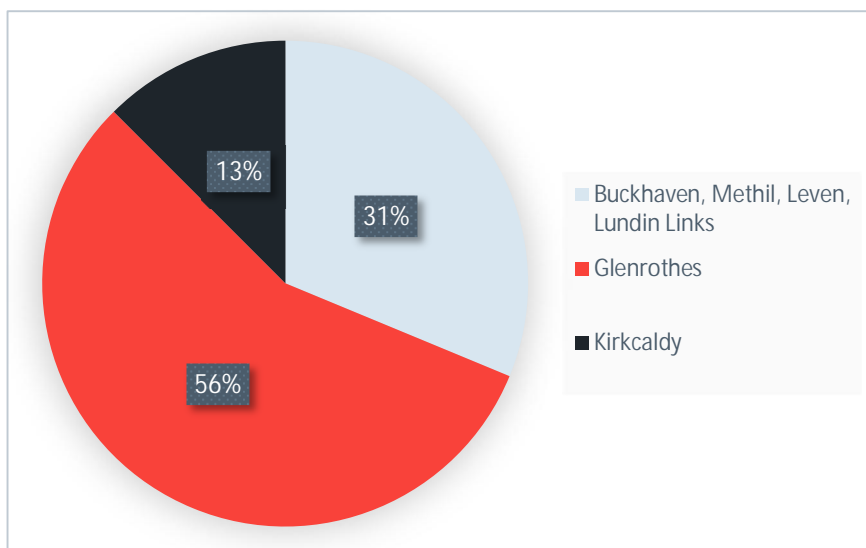
- 3.2.2. A majority 57% of respondents are female while 31% respondents are male. Gender split of respondents on this corridor can be seen in Figure 3-2.

Figure 3-2 – Gender Split of Respondents



- 3.2.3. The majority of respondents reside at the start and end of the corridor with 56% of respondents residing in Glenrothes and 31% residing in the vicinity of Leven. Notably, 13% of respondents residing in Kirkcaldy also travel along this corridor. The geographic spread of respondents is represented in Figure 3-3.

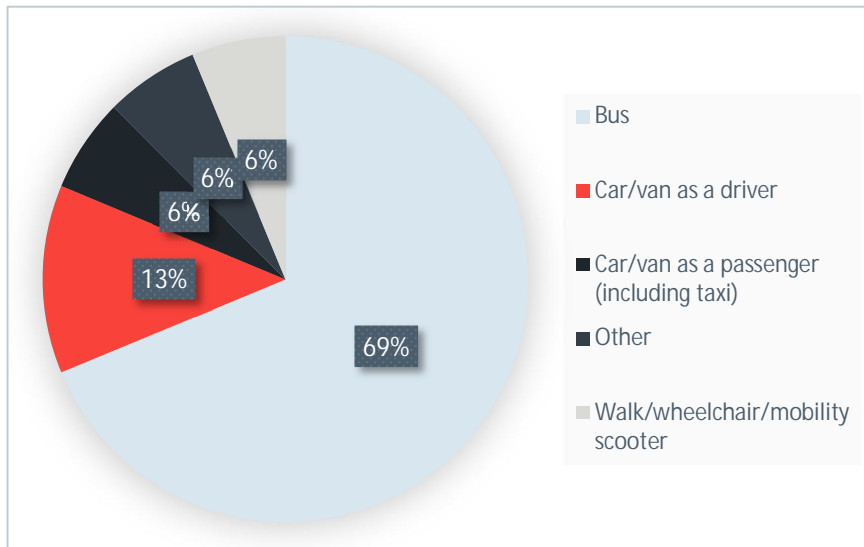
Figure 3-3 – Geographic Spread of Respondents



3.3 CURRENT TRAVEL MODES

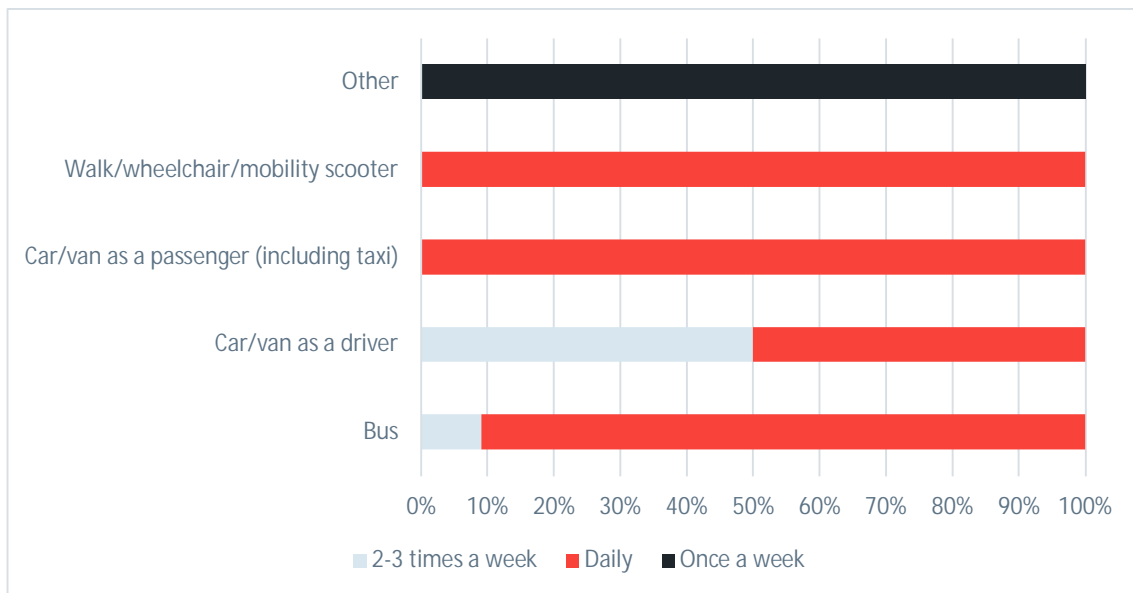
- 3.3.1. A total of 69% of respondents report using bus as their primary mode of travel while 31% of respondents are non-bus users.

Figure 3-4 – Current Mode Split



- 3.3.2. 91% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily. Likewise, approximately half of respondents who use a car (as a driver) as their primary mode of commuting, do so daily. All respondents who walk, wheel or travel as a passenger in a car as their primary mode of commuting were reported to do so daily. Figure 3-5 represents the respondents' frequency of travel for each mode.

Figure 3-5 – Trip Frequency Vs Mode of Travel



3.4 BUS USER SUMMARY

- 3.4.1. Most bus user respondents on this corridor use services 43, 44, 9 and X61. Service 44 is being used by the majority of respondents (45%) whereas the 43, 9 and X61 services are used by respondents in equal split (18%), as shown in Table 3-1.

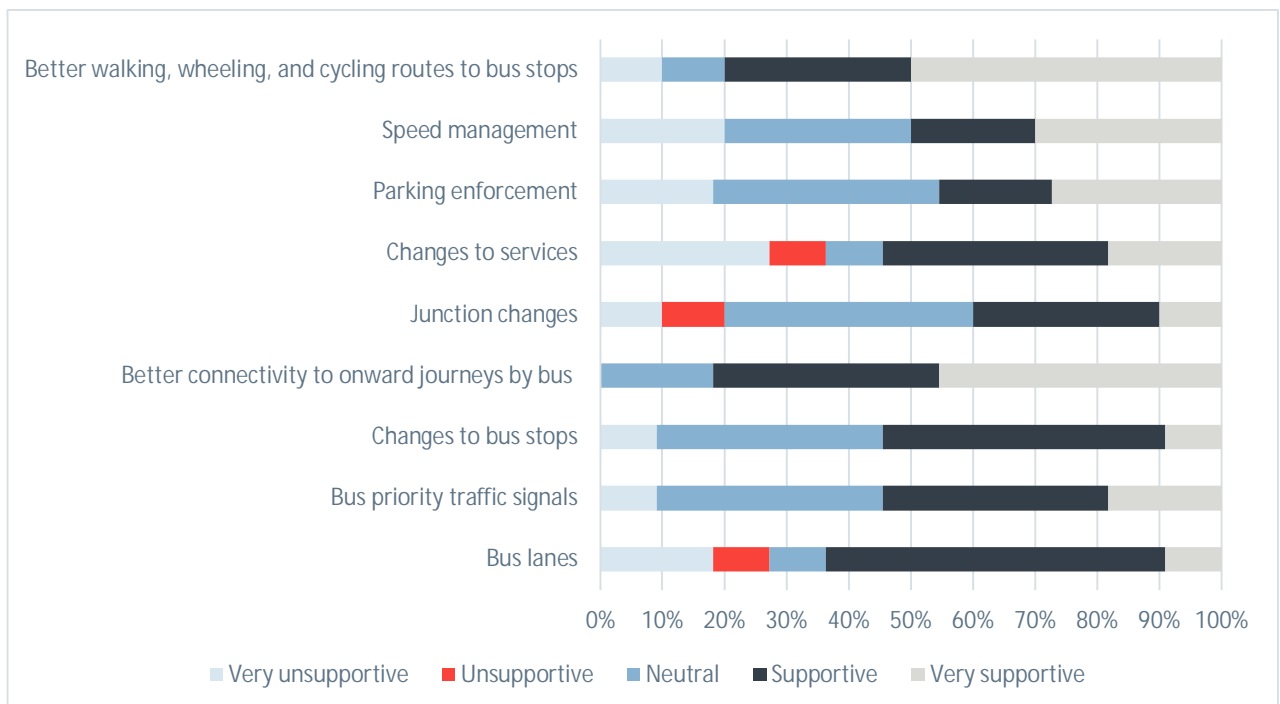
Table 3-1 – Services Used

Service	Service Utilisation
43	18%
44	45%
9	18%
X61	18%

3.4.2. The majority of the responses received were neutral or supportive towards the intervention types proposed. There is significant support towards sustainable travel options, better connectivity to onward journeys by bus and bus lanes. More than 50% of responses are also supportive towards changes to bus stops and bus priority traffic signals with these options having more than 30% of neutral outlook as well. However, over 35% of the respondents are unsupportive towards changes in services.

3.4.3. Figure 3-6 shows the bus user views towards each intervention types.

Figure 3-6 – Bus User Views on Intervention Types



3.4.4. Bus user comments are generally related to dissatisfaction of changes to bus services and issues related to punctuality of buses. Bus users also highlight that services which support travel of those with additional support needs have either been discontinued or cause distress due to their reliability. Comments are listed in Table 3-2.

Table 3-2 – Bus User Comments Highlighting Problems Faced by Additional Support Groups

Comment Number	Bus User Comments Highlighting Problems Faced by Additional Support Groups	Category
1	<i>The lack of predictability for buses at the moment is extremely detrimental. It is affecting my ability to work, so I am losing money, meaning I am often left between choosing to heat or eat. It is also extremely distressing to those in the community with additional support needs, and there are many in Glenrothes</i>	Reliability
2	<i>We are not happy with you taking the No. 30 bus off all together from the Caskiebarren area as a lot of old people use that bus, they can't walk to the end of the street to get the 43/44 they also use that bus 30 to go to their doctors. I think you should reconsider about the No. 30.</i>	Connectivity

- 3.4.5. 60% of bus users highlighted their dissatisfaction of changes to bus services by Stagecoach. The comments received are presented in Table 3-3.

Table 3-3 – Bus User Comments Highlighting Problem with Service Changes

Comment Number	Bus User Comments Highlighting Problem with Service Changes	Category
1	<i>The changes proposed are ridiculous.</i>	Reliability, Connectivity and Frequency
2	<i>The express services are absolutely vital and the proposed change to the services running to Dundee are ridiculous.</i>	Connectivity
3	<i>The proposed changes by Stagecoach from end of October make it impractical for people to travel from Methil hill to Glenrothes for work</i>	Connectivity
4	<i>We are not happy with you taking the No. 30 bus off all together from the Caskiebarren area as a lot of old people use that bus they can't walk to the end of the street to get the 43/44 they also use that bus 30 to go to their doctors. I think you should reconsider about the No. 30.</i>	Connectivity
5	<i>You be increasing the buses not reducing them</i>	Frequency

- 3.4.6. Suggestions received from bus user respondents can be categorised under customer satisfaction, reliability, frequency and journey time. The comments are as listed in Table 3-4.

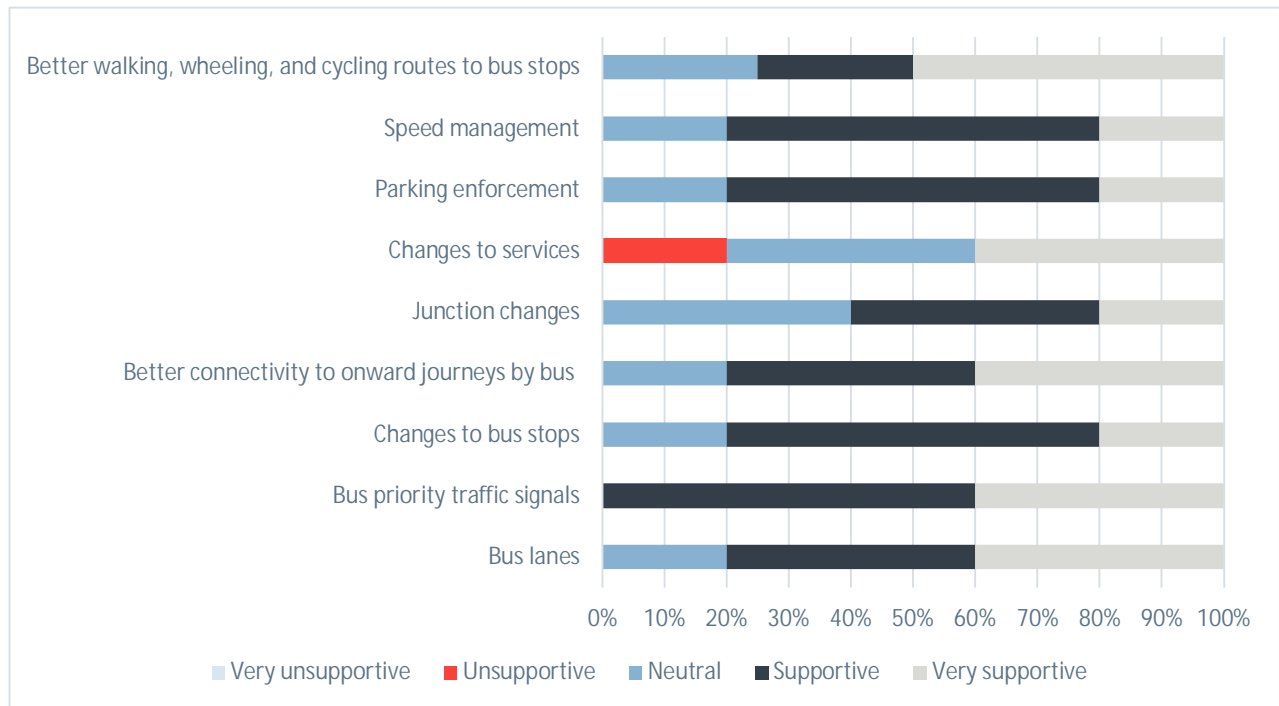
Table 3-4 – Bus User Suggestions

Comment Number	Bus User Suggestions to Improve Operations	Category
1	<i>If Stagecoach are not going to look after their Loyal Customers Hopefully the Smaller Companies Will be Allowed to do So, so many people Rely on the Bus Service.</i>	Customer Satisfaction and Reliability
2	<i>Needs to be more direct buses from Glenrothes to Livingston, especially at weekends.</i>	Frequency
3	<i>There is absolutely no need to now run the x60 up the coast after Leven when the 95 services these areas just as efficiently. The x58 going up the old 97 route is Excellent and should replace the x60 past Leven. The Glasgow buses (x27 and x24) are vital, but people don't like using them because they take so long. Could the x27 not meet the 13 at Halbeath instead of taking time to go through Cowdenbeath?</i>	Journey time

3.5 NON-BUS USER SUMMARY

- 3.5.1. Non-bus users are mostly supportive towards all intervention types. There is general support for bus priority traffic signals, better connectivity, speed management, bus lanes and sustainable travel options. Notably, 20% of respondents were found to be unsupportive of changes to bus services. Figure 3-7 shows the non-bus user views towards each intervention type.

Figure 3-7 – Non-Bus User Views on Intervention Types



- 3.5.2. Non-bus user comments show general dissatisfaction towards the proposed changes in bus services and bus times. 40% of the comments shows dissatisfaction with changes in the timetables of buses proposed in October. The comments are presented in Table 3-5.

Table 3-5 – Non-Bus User Comments Highlighting Problems with Service Changes

Comment Number	Non-Bus User Comments Highlighting Problem with Service Changes	Category
1	<i>Absolutely fuming about the proposed changes from Stagecoach for the new timetables in October. It's an absolute joke, how is cutting vital bus services at peak times an improvement? So many people rely on buses to get to and from their work, myself including</i>	Reliability
2	<i>I do not approve of changes to bus services that restrict travel especially at peak times for travel to and from work.</i>	Reliability

- 3.5.3. 60% of the comments highlight dissatisfaction with bus connectivity at peak times, however, show willingness to use bus if frequency and journey times are optimised. The comments are presented in Table 3-6.

Table 3-6 – Non-Bus User Comments Highlighting Problems with Frequency and Journey Time

Comment Number	Non-Bus User Comments Highlighting Problem with Frequency and Journey Time	Category
1	<i>Don't want village and/or residential stops to be cut for the sake of shorter journey times</i>	Connectivity
2	<i>I only drive to work because the bus times in the area of Glenrothes where I live do not run frequently, at an early enough time and take too long to get to Kirkcaldy. What takes me 20 minutes to drive takes me nearly an hour on the bus.</i>	Frequency and Journey time
3	<i>Need earlier bus times and more frequently for people that work</i>	Frequency

3.6 GLENROTHES TO LEVEN CORRIDOR SUMMARY

- 3.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group whilst the survey data shows that the majority of bus users are female.
- 3.6.2. Most respondents reside at the start and end of the corridor; however some respondents travel along the corridor from Kirkcaldy.
- 3.6.3. The majority of the responses received are from bus users (69%) of which over 90% use the bus on a daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel with equal split in frequency of travel of daily commuters and traveling 2-3 times a week.
- 3.6.4. The most used bus services on the corridor are 43 and 44, along with service 9 and X61 travelling on part of the corridor.
- 3.6.5. Bus user perspective towards intervention types is mostly supportive. Sustainable travel, better connectivity to onward journeys by bus and bus lanes were received favourably.
- 3.6.6. Non-bus users were found to support sustainable travel, speed management, parking enforcement, better connectivity to onward journeys by bus, bus priority traffic signals and bus lanes as preferred intervention types.
- 3.6.7. Bus users and non-bus users generally agree on the issues of reliability, connectivity, frequency and journey time. Many non-bus users indicate their willingness to shift if more reliable services with better connectivity are provided.
- 3.6.8. All respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency.
- 3.6.9. All suggestions received focus on improving reliability, frequency, and journey times by bus.

4 CUPAR TO KIRKCALDY CORRIDOR

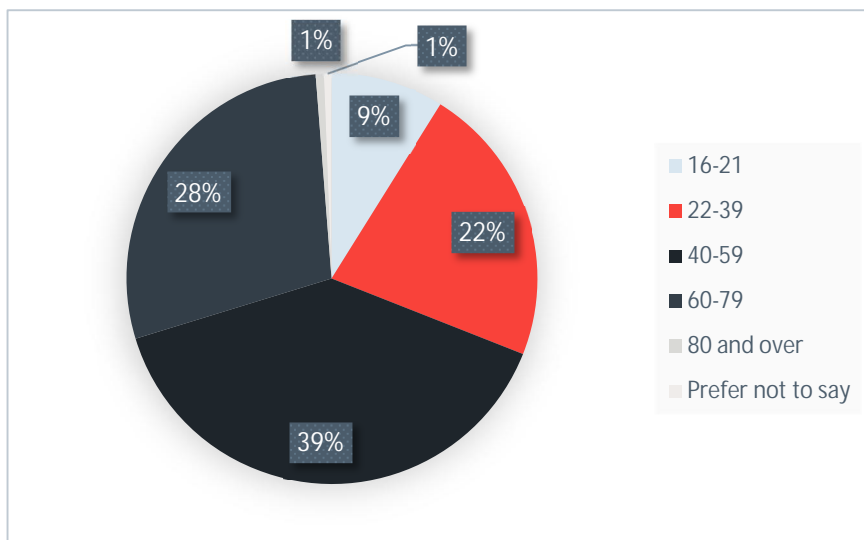
4.1 INTRODUCTION

- 4.1.1. This section discusses the Cupar to Kirkcaldy corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.
- 4.1.2. In total, there were 158 respondents assigned to the Cupar to Kirkcaldy corridor.

4.2 DEMOGRAPHIC OVERVIEW

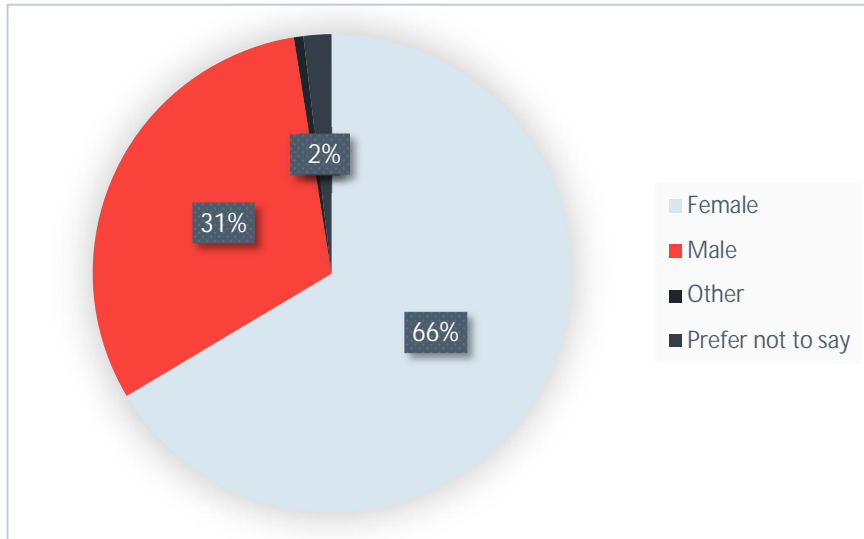
- 4.2.1. 89% of the respondents on this corridor are from age group 22-79 years with 40-59 years being median age group. Age profile of all respondents can be seen in Figure 4-1.

Figure 4-1 – Age Profile of Respondents



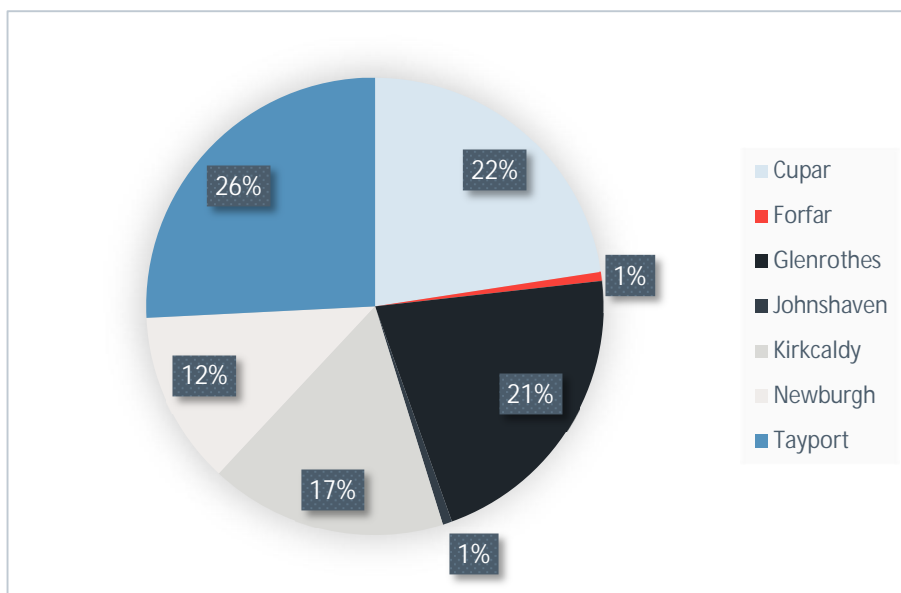
- 4.2.2. A majority 66% of respondents are female while 31% respondents are male. Figure 4-2 shows the gender split of respondents on this corridor.

Figure 4-2 – Gender Split of Respondents



- 4.2.3. An even split of respondents reside along the corridor with 21% respondents residing in Glenrothes, 22% residing in Cupar and 17% residing in Kirkcaldy. Notably, 26% respondents residing at the border of Fife and Dundee in Tayport also travel on this corridor. The geographic spread of respondents is represented in Figure 4-3.

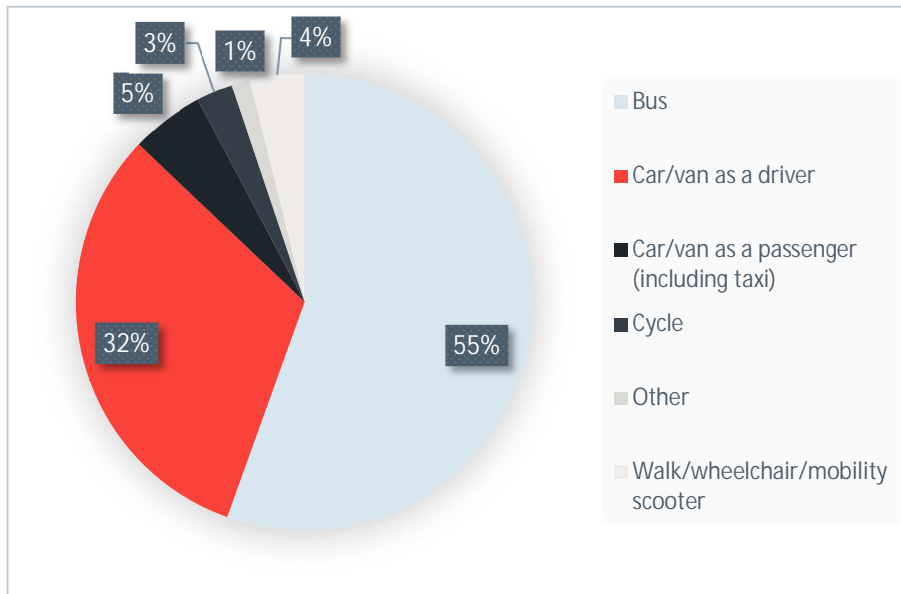
Figure 4-3 – Geographic Spread of Respondents



4.3 CURRENT TRAVEL MODES

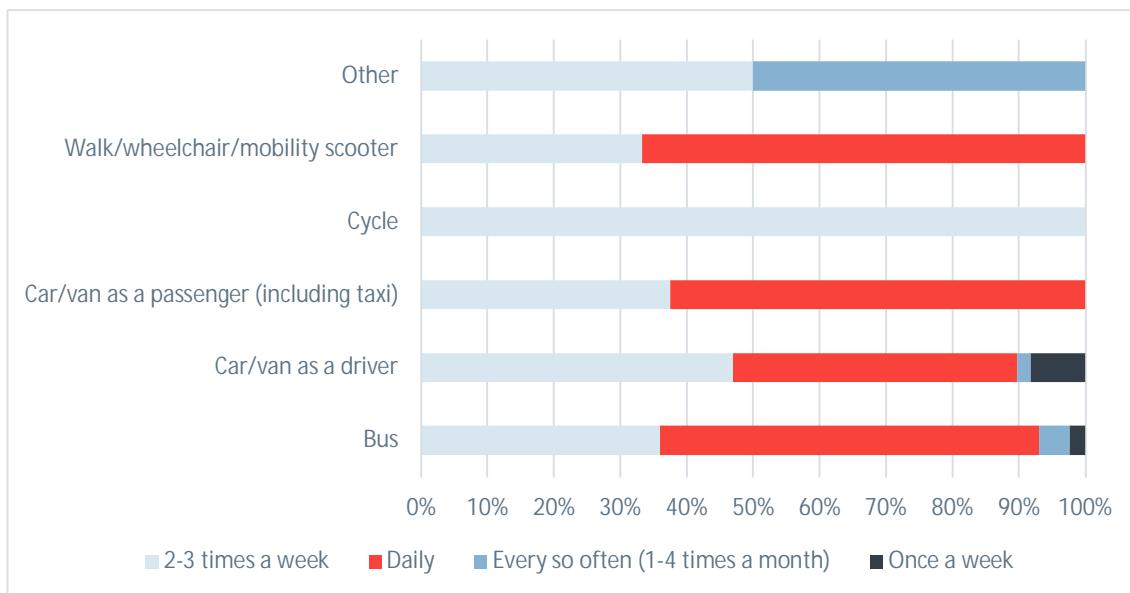
- 4.3.1. 55% respondents report using bus as their primary mode of travel while 32% respondents use private car/ van as their primary mode of travel. The mode split of respondents can be seen in Figure 4-4.

Figure 4-4 – Current Mode Split



- 4.3.2. More than 50% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 35% of bus users use the bus 2-3 times a week. Over 60% respondents using car as a passenger or walk or wheel as their primary mode of commuting, do so daily. Figure 4-5 represents the respondents' frequency of travel for each mode.

Figure 4-5 – Trip Frequency Vs Mode of Travel



4.4 BUS USER SUMMARY

- 4.4.1. Most bus user respondents on this corridor use services 39, 39A, 39B, 39C, 42, 42A, 94, 94A and X37. Services 39, 42, 94 and X37 are the most used services, as shown in Table 4-1.

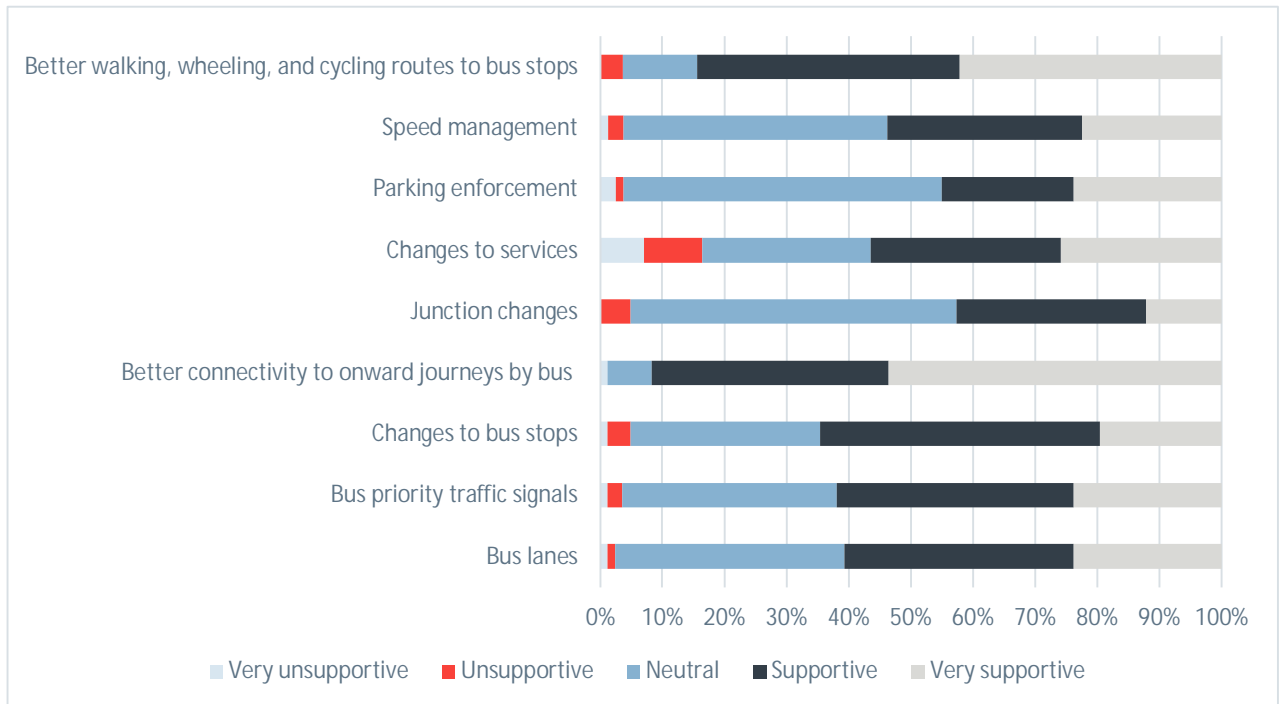
Table 4-1 – Services Used

Service	Service Utilisation*
11	1%
13	2%
14	1%
20	1%
24	1%
36	6%
37	4%
39, 39A, 39B, 39C	20%
42, 42A	17%
64	6%
77	6%
94, 94A	8%
X59	5%
X24	4%
X27	2%
X37	11%
X54	5%

**Figures do not equal 100% due to rounding*

- 4.4.2. The majority of responses received are neutral or supportive towards the intervention types with major support towards sustainable travel options and better connectivity to onward journeys by bus. More than 50% of responses are also supportive of options providing improved bus infrastructure and speed management with these options having more than 30% of neutral outlook as well. Notably, over 15% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 4-6 shows the bus user views towards each intervention type.

Figure 4-6 – Bus User Views on Intervention Types



- 4.4.3. 51% of the bus users identify the reliability of buses as a major concern. Many shared the concern about recent changes in timetables, the lack of information regarding daily cancelled buses and lack of frequency of buses in some locations. Table 4-2 lists these comments.

Table 4-2 – Bus User Comments Highlighting Problem Regarding Reliability of Services

Comment Number	Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
1	<i>A more reliable service is required. Drivers also must make the effort to stick to the timetable, so many don't, and people have tight connections. When the service is running correct the journey and arrival times are spot on.</i>	Reliability
2	<i>Buses need to be reliable for people to commit to using them. When cancellations are necessary there needs to be a quick and accurate method of informing passengers. At the moment neither the app nor twitter do this satisfactorily</i>	Reliability and Information
3	<i>Cancellations by Stagecoach has made bus travel stressful, expensive and impossible to plan journeys in the last few months. This must improve if you want people to use public transport</i>	Reliability and Travel Cost
4	<i>Don't cut out the Sunday service on the one bus that goes through this village.</i>	Connectivity
5	<i>Fed up with buses not arriving</i>	Reliability
6	<i>I just want a bus to turn up when it says it will and not have to worry about whether I'll get home the same day</i>	Reliability
7	<i>I support anything that makes the buses more reliable than it has recently.</i>	Reliability

Comment Number	Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
8	<i>If services are cancelled stagecoach should update this information on the mobile APP so that passengers have more warning and are able to look into alternative routes and still get to their destination on time. This is not currently done and has a negative impact on those who use buses to get to work as they may not arrive at the workplace on time.</i>	Reliability and Information
9	<i>Improvements to services, reliability and regularity are desperately needed</i>	Reliability and Frequency
10	<i>It is very difficult when buses don't turn up. An hour in between buses. Seem to be lots of buses going to St Andrews, maybe cut some of them instead of the hourly ones! They don't appear on early use but standing room only on 42 sometimes. Do not agree with cutting Sunday service.</i>	Reliability and Frequency
11	<i>It would be better if bus services were more reliable, e.g., more drivers, so that it is possible to make connections to other bus services, travel across wider Fife etc, this I cannot do at the moment due to unreliability of service, last minute cancellations etc.</i>	Reliability and Connectivity
12	<i>Make buses reliable</i>	Reliability
13	<i>Make every effort, to rectify when evening busses are cancelled, to make sure people are safe.</i>	Reliability
14	<i>Make the buses reliable! People can't get to work on time. Also stop taking off services for schools. Other people need buses at that time too!</i>	Reliability
15	<i>Moffat and Williamson buses are never on time (mostly late) or don't turn up and it's all the time</i>	Reliability
16	<i>My bus is constantly cancelled leaving me having to arrive at work 1hour and 30min early</i>	Reliability
17	<i>Please try to update the app if services are cancelled</i>	Reliability and Information
18	<i>Removing X37 bus and offering no alternative bus servicing Hollybrae is ridiculous. Trying to get people to use public transport then removing buses completely is not great</i>	Connectivity
19	<i>Stagecoach are a complete joke!! They do not care about the public also changing the buses (new timetables) are completely daft it will now take my dad who is 60 over 3 and half hours to get to work because of the changes</i>	Reliability and Journey time
20	<i>Stagecoach are proposing to take lots of services off. It makes it so hard at 74 to get out and about!</i>	Reliability and Connectivity
21	<i>Stagecoach removing the 77 bus service will leave me and my family stranded, with no alternative for shopping, work or medical appointments. Ridiculous move and not one that will benefit people</i>	Reliability and Connectivity
22	<i>Stagecoach service terrible</i>	Reliability
23	<i>Stagecoach withdraw of 77 daytime service will leave many vulnerable without a reliable bus service</i>	Reliability and Connectivity

Comment Number	Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
24	<i>The unpredictable timetable at the moment is making it very difficult to support the service. I have been late for work at least once a week for the last few months as the bus does not turn up i.e., cancelled at the last minute. It's just not good enough</i>	Reliability
25	<i>This survey comes at a time when Stagecoach are slashing services. Something needs to be done.</i>	Reliability and Connectivity
26	<i>Trying to get people to use the bus service is a complete joke considering stagecoach East Scotland twitter has hundreds id services cancelled every single day. Staffing issues can't be blamed on covid, it's conditions and bad pay which is the reason no one wants to work for them. The services always cancelled are the vital early morning commuting and the early even commute. The bus service is too unreliable for anyone to use as a permanent save the environment function for the majority of people of work. Changing junctions and digging up the pavements and roads again for bus lanes (look how the cycle lanes on the road went especially along Hayfield road), bus lanes will just be more money fife council is wasting on non-essential things</i>	Reliability
27	<i>You are about to take the 14 bus service out of use - this will make my life very difficult as a non- driver!</i>	Reliability and Connectivity

4.4.4. As noted in 4.2.3, 26% respondents on the corridor reside in Tayport. Respondents residing in Tayport identify the lack of regular services or frequent cancellation of existing services as an issue. Table 4-3 lists the comments around connectivity to Tayport.

Table 4-3 – Bus User Comments Highlighting Connectivity Issues in Tayport

Comment Number	Bus User Comments Highlighting Connectivity Issues in Tayport	Category
1	<i>A bus from Tayport direct to Ninewells would be very useful. Earlier buses on a Sunday for workers would be great.</i>	Connectivity and Frequency
2	<i>Despite its size and desperate need for regular services, Tayport is repeatedly left with cancelled services. Even when services are running 'normally' Tayport services do not seem to support the needs of the community, while villages like Leuchars benefit from a consistent and regular service of 4 buses an hour.</i>	Reliability, Connectivity and Frequency
3	<i>If 42 route times and bus stop in Tayport changes. I will have real difficulties getting to my work in care home in Cupar</i>	Connectivity and Frequency
4	<i>More buses out of Tayport, fed up with cancelled buses going into Dundee from Glenrothes. Yes, you are short of drivers unless you are the drivers on the 99s which let's be honest are good gentle folk whom cannot be put out!</i>	Reliability, Connectivity and Frequency
5	<i>Tayport has an extremely poor bus service with many buses not turning up, making travelling anywhere a nightmare and the service totally unreliable. I depend on</i>	Reliability, Connectivity and Frequency

	<i>public transportation and often have to cancel plans because of the bus service that serves our area.</i>	
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- 4.4.5. Suggestions received in the survey can be mainly categorised relating to connectivity, frequency, journey time and reliability. The comments are as listed in Table 4-4.

Table 4-4 – Bus User Suggestions

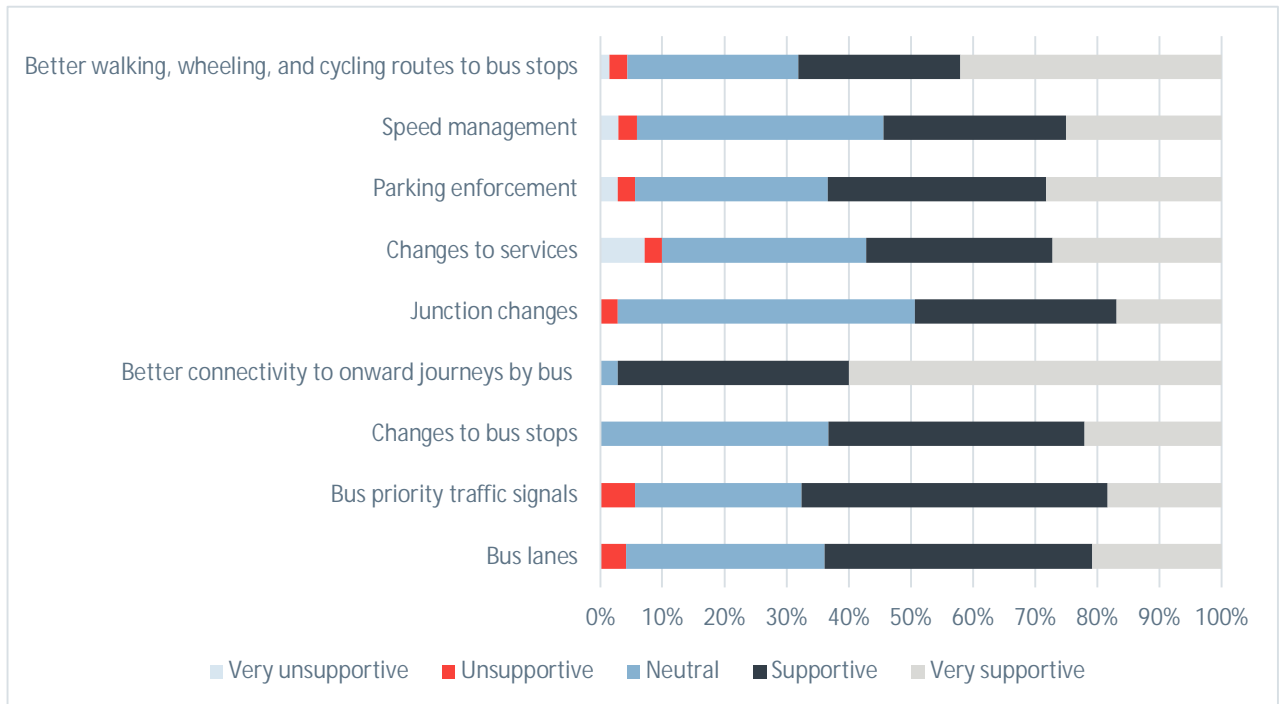
Comment Number	Bus User Suggestions	Categories
1	<i>A bus that can do a round trip to Glenrothes and Leslie like every second one and start to get back to normal</i>	Connectivity
2	<i>Can fife council get the funding in place to support stagecoach before they withdraw some routes in key areas?</i>	Connectivity
3	<i>Continue to provide a bus service to small villages to enable getting to work and for shopping and for Dr and hospital appointments. Essential for non-car drivers.</i>	Connectivity
4	<i>Keep the bus services where it is</i>	Connectivity
5	<i>yes, every express bus refuses to stop on woodside road but stops at every other stop on the journey, It's ridiculous</i>	Connectivity
6	<i>We need more buses in more areas with more frequency. Ideally bus transport should have a maximum monthly payment. I am currently not driving due to my ill health and find the costs increasingly difficult to meet and this consequently limits my social interactions severely. Mostly used to attend appointments, go shopping as no shop is in my village, and visit pharmacist for medication.</i>	Frequency and Connectivity
7	<i>Later buses and more Sunday options. Sunday service is outdated.</i>	Frequency
8	<i>More regular services would encourage usage</i>	Frequency
9	<i>Springfield as a village has literally 1 bus service running every hour. It take 60 minutes on the bus to Glenrothes which is a 20 minute car journey away and also the same for St. Andrews. More bus services are needed. Shorter journeys time will attract more users. I for one, have a baby who I frequently have to take on the bus and going on an hour journey to get to the nearest shopping centre or hospital is an anxious time which can be said for any parent using the 64.</i>	Frequency and Journey Time
10	<i>More direct routes would help. Turning up on time so I'm not late. Getting charged incorrectly is annoying and having Wi-Fi on board would be even better</i>	Journey time
11	<i>More regular buses and more buses doing different routes to make journeys faster are needed.</i>	Journey time
12	<i>link up with Megabus / Citylink for routes to and from Glen/ Cupar/ St Andrews</i>	Tie-up
13	<i>Better bus service in North Glenrothes</i>	Reliability
14	<i>Better weekend services and later evening services would help encourage bus usage. Free bus travel for young</i>	Reliability

Comment Number	Bus User Suggestions	Categories
	<i>people only works when services are reliable and suit their needs.</i>	
15	<i>Buses need to be reliable for people to commit to using them. When cancellations are necessary there needs to be a quick and accurate method of informing passengers. At the moment neither the app nor twitter do this satisfactorily</i>	Reliability and Information
16	<i>Make every effort, to rectify when evening buses are cancelled, to make sure people are safe.</i>	Reliability
17	<i>If services are cancelled stagecoach should update this information on the mobile APP so that passengers have more warning and are able to look into alternative routes and still get to their destination on time. This is not currently done and has a negative impact on those who use buses to get to work as they may not arrive at the workplace on time.</i>	Reliability and Information
18	<i>It is very difficult when buses don't turn up. An hour in between buses. Seem to be lots of buses going to St Andrews, maybe cut some of them instead of the hourly ones! They don't appear on early use, but standing room only on 42 sometimes. Do not agree with cutting Sunday service.</i>	Reliability and Frequency
19	<i>Timetable to be available</i>	Reliability and Information
20	<i>Timetables</i>	Reliability and Information
21	<i>Timetables need to be made available once again.</i>	Reliability and Information
22	<i>Please try to update the app if services are cancelled</i>	Reliability and Information

4.5 NON-BUS USER SUMMARY

- 4.5.1. Non-bus users are mostly supportive towards all intervention types. There is significant support for changes to bus stops and better connectivity to onward journeys by bus. Whilst there were some unsupportive responses regarding bus lanes and bus priority traffic signals, the majority of respondents were evidently in support of these intervention types. Notably, 10% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 4-7 shows the non-bus user views towards each intervention types.

Figure 4-7 – Non-Bus User Views on Intervention Types



4.5.2. 40% of the non-bus users identify the reliability of buses as a major concern. Many shared their concern about recent changes in timetables, cuts to services and connectivity. Table 4-5 lists the comments in relation to these issues.

Table 4-5 – Non-Bus User Comments Highlighting Problem Regarding Reliability of Services

Comment Number	Non-Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
1	<i>At present time bus services are unreliable and standard of cleanliness appalling</i>	Reliability
2	<i>Bus travel from Auchtermuchty needs improved at the moment it is shocking. I would use the bus, but it would take me at least an hour and half each way to Dundee</i>	Reliability & Journey time
3	<i>Bus travel is too unreliable to be a credible option. I've lost count of the time I've tried to use public transport and been let down by buses/trains being cancelled or no room on bus. It's simply too unreliable and too risky to rely on. Hence the reason there is no chance id swap my car for the bus to travel to work. Employers aren't that sympathetic to the misgivings of ScotRail or Stagecoach.</i>	Reliability
4	<i>Buses need to be more frequent, reliable and offer more locations. They are also very expensive.</i>	Frequency, Reliability & Journey Cost
5	<i>Frequent reliable service otherwise the car is the only option</i>	Frequency and Reliability
6	<i>I live in a rural area and have to walk over a mile into town to get a local bus or drive 6 miles for X buses. There used to be links to Dundee, Edinburgh and Glasgow locally, but these services were cut. I would use the bus more often if</i>	Connectivity and Reliability

Comment Number	Non-Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
	<i>there was a bus stop at the road end which is under half a mile walk. There are around 100 households in my community all using cars because the bus service is so poor. Stagecoach plan to cut even more services doesn't help. Maybe need a reliable council run service that really serves the needs of communities to encourage people to leave the car at home.</i>	
7	<i>I think that the drip of small reductions in service is myopic and unhelpful, I think you need to rework the entire service and actually model what is need for rapid transit at peak and non-peak times</i>	Connectivity and Frequency
8	<i>I use buses and would use buses more frequently if they were more regular with better connections. The ability to take a bike on a bus would be my dream.</i>	Connectivity and Frequency
9	<i>I used to use buses as a primary travel source, all over fife and as far as Glasgow/Dundee. With better bus times and buses being more reliable/on time then I'd definitely go back to using buses as a source of travelling again. I also work nightshift so have more buses available at night/early morning would be beneficial and maybe allow more people to be able to use bus for travel.</i>	Frequency and Reliability
10	<i>Ky26th bus to the Victoria Hospital was cancelled and now I require on car shares or Taxis to my work. Hard for people for appointments to the doctors or hospital it requires 2 bus journeys</i>	Connectivity and Journey Time
11	<i>Making buses reliable. Buses that serve shops, leisure centres and sporting venues when they are open to allow people to get to and from them.</i>	Reliability
12	<i>My local service is under threat of being cut. How is that going to encourage people to use public transport. The frequency has declined over the years which does not help encourage travel by bus.</i>	Frequency and Connectivity
13	<i>Previous questions regarding supportiveness of changes were very non-descript. The changes would need to be outlined in order to know where or not the changes are beneficial. Any upgrade to the local roads would benefit both car and bus journeys. Questionnaire to the locals would help identify where people travel, for example my son has to get 2 buses to school and the school is approx. 3 miles away, it's unacceptable and poor service.</i>	Connectivity
14	<i>Reliable bus services are really important. More frequent and better scheduled services would encourage more people to leave the car at home. My bus home from Dundee to Cupar often doesn't turn up and it's a long wait for the next one, if indeed that one comes.</i>	Reliability
15	<i>Since I moved here, we have lost the 23 fast bus to St Andrews - it was about 35 minutes, now it's more like 90 minutes so I don't take the bus now. And the direct bus to Perth was under threat, making going there by bus even more tedious. These are examples of retrograde changes.</i>	Connectivity and Journey Time

Comment Number	Non-Bus User Comments Highlighting Problem Regarding Reliability of Services	Category
16	<i>The proposed cuts to local services, such as no.77, will increase isolation and limit work opportunities for non-drivers.</i>	Connectivity
17	<i>Would get bus if they turned up and were running to get me home which proposed change in stagecoach timetable won't support</i>	Reliability

- 4.5.3. Many non-bus users identify the lack of regular services or frequent cancellation of existing services at Tayport, Gauldry, Wormit and Newport as an issue. Table 4-6 lists the comments regarding connectivity issues.

Table 4-6 – Non-Bus User Comments Highlighting Connectivity Problem

Comment Number	Non-Bus User Comments Highlighting Connectivity Problem	Category
1	<i>“Express” services bypassing Thornton are a nonsense. Pricing is also a joke</i>	Connectivity and Journey cost
2	<i>Improve the number of buses going through Tayport and many of us will use buses. At present can't rely on them turning up as they are first to be cancelled if no drivers. Good idea to divert the 99 St Andrews bus through the main road in Tayport, this would mean more buses and more passengers.</i>	Connectivity and Reliability
3	<i>I would use public transport for commuting if there was a more frequent reliable service which at present there is not from Tayport to either Dundee or St Andrews. A suggestion would be to have some of the 99 service come via Tayport.</i>	Connectivity, Frequency and Reliability
4	<i>Stagecoach cutting routes, especially in Tayport, is ridiculous.</i>	Connectivity
5	<i>Stagecoach current proposals for Gauldry, Wormit Newport on Tay areas are reprehensible. Significant new housing and an ongoing commitment to environmentally sustainable transport seem to mean little to the operator. How about sorting out the links between the 99 and the Tay bridge head area some serious commitment instead of telling us why it can't happen. The bus stop at the roundabout with the Shell garage on the A92 is a H&S nightmare for pedestrians - no safe crossing places for anyone to cross the two lane A92 but Stagecoach advocate this stop as a safe and user-friendly link for Tay bridge head residents to access and use the 99 services? One could suggest that some services are not run for the benefit of passengers at all?</i>	Connectivity
6	<i>The bus system in Wormit is shocking. Build 300 houses and there are nigh on NO buses to sf Andrews and chat of reducing the bud to Dundee. Get a grip Fife council. Open the station in Wormit and make persimmon pay for it like you should have done in planning. Yet again we're overlooked in Wormit. Budget has been blown in Fife repainting and tarmacking St. Andrews. So glad the council have a place on the links trust just so they can rubber stank</i>	Connectivity

Comment Number	Non-Bus User Comments Highlighting Connectivity Problem	Category
	<i>the cheque. It's hard to find such a bent area to live in. Come on Fife council and lib dems. Do Fife proud.</i>	
7	<i>I am concerned at the lack of connectivity for many young people in Newport & Wormit with St Andrews. Given they socialise with school peers at Madras having the access for them and older adults via the frankly dangerous 99 bus stops at the Forgan roundabout is an accident/fatality waiting to happen. This needs to be urgently addressed.</i>	Connectivity
8	<i>Dismayed at the proposed cancellation of the 77 bus service to Gauldry during the day. My son lives in Gauldry, does not drive, and will have no means of getting to work if this goes ahead. I'm all for improving use of buses, but this change makes absolutely no sense. How can you possibly encourage the use if there are no services? I was planning to switch to travelling by bus but will now be unable to do so</i>	Connectivity

- 4.5.4. Suggestions received in the survey can be categorised relating to frequency, connectivity, information, synchronisation and infrastructure as well as those relating to Stagecoach specifically. Some suggestions even go as far as suggesting that Stagecoach as an operator needs to be replaced. The comments are listed in Table 4-7.

Table 4-7 – Non-Bus User Suggestions

Comment Number	Non-Bus User Suggestions	Category
1	<i>Being retired gives you the freedom to travel more and rather than having to drive city centres the buses are the best option</i>	Frequency
2	<i>We need a late bus service from Perth to Newburgh</i>	Frequency
3	<i>We need more bus services in NE Fife. Also, the service between Newburgh and Cupar is very poor, especially on a Sunday</i>	Frequency
4	<i>More bus journeys to areas where lots of people work i.e.. Rosyth Dockyard Amazon warehouse etc</i>	Frequency
5	<i>Improvement required to 36 and 94 services, the only 2 services in my town. Recent proposals will leave our town with a reduced service on a Sunday</i>	Frequency
6	<i>I get the train to work but would love a connection by bus from Rathillet.</i>	Connectivity
7	<i>I use buses and would use buses more frequently if they were more regular with better connections. The ability to take a bike on a bus would be my dream.</i>	Connectivity & Frequency
8	<i>Make bus travel affordable for everyone and include small rural villages! My parents have no bus connection in fife and are 5 miles from the nearest bus stop that isn't a walkable route.</i>	Connectivity and Journey Cost

Comment Number	Non-Bus User Suggestions	Category
9	<i>The K14 bus is essential for people getting to work and socialising. Not everyone up Dunnikier Estate has a car and think that's a terrible generalisation.</i>	Connectivity
10	<i>Why can't the buses from Falkland stop at CAD/CAM road end. I want to go to Markinch and there is no stop between Balfarg and Morrisons. It is a long way without a stop. If the bus stopped at Cadham I could walk to Markinch.</i>	Connectivity
11	<i>Buses to Freuchie could be improved by rerouting the express buses. Connections for travel North of Freuchie are poor</i>	Connectivity
12	<i>Love the stagecoach app with real-time data. Please protect Tayport services</i>	Information and Connectivity
13	<i>have buses arrive after trains arrive not before as happens in Ladybank at the moment also put 1 bus on a route clockwise and 1 anti-clockwise to give a better service</i>	Synchronisation
14	<i>Simply syncing up different modes of public transport would make it much more attractive to use. Especially in more remote parts of Fife. I.e. allow someone to disembark a train at main station such as Cupar and have a sensible time to be able to catch a bus and not wait 1 hour</i>	Synchronisation
15	<i>Need reliable companies. Service these days shocking. Hence need for car.</i>	Reliability
16	<i>I would like to see better punctuality for Moffat and Williamson services.</i>	Reliability
17	<i>Allow daily and weekly fairs to be interchangeable between Moffat and Williamson and stagecoach as it is elsewhere in the country</i>	Journey Cost
18	<i>Bus stops need seats in order that people with mobility and other conditions can wait comfortably.</i>	Infrastructure
19	<i>Too many buses go via the hospital. Edinburgh and Glasgow buses should be faster, should be limited stop in Kirkcaldy and Dunfermline. Some bus stops for city buses should be moved and should have shelters. Dunnikier bus should cream in but maybe take in Capshard and the estate near Sainsbury. Stop the buses squeezing up narrow streets such as Cullen Crescent - keep them to the bigger roads such as Brodick Road. More evening buses - nightmare trying to get a bus home after a meal out - maybe use smaller buses or take in a longer route.</i>	Journey Time & Infrastructure
20	<i>Direct bus from Cupar to Kirkcaldy is needed.</i>	Journey time
21	<i>Direct bus to Ninewells hospital is needed!!!!!!</i>	Journey time
22	<i>Yeah, stagecoach needs to lose the contract they are crap</i>	Stagecoach
23	<i>When you say changes to services you mean cuts. Stagecoach should be removed from the transport network because of the continual cuts.</i>	Stagecoach
24	<i>Dump Stagecoach and replace with a company which likes running buses.</i>	Stagecoach

Comment Number	Non-Bus User Suggestions	Category
25	<i>Get rid of Stagecoach, hopeless!</i>	Stagecoach

4.6 CUPAR TO KIRKCALDY CORRIDOR SUMMARY

- 4.6.1. Responses across the corridor come from a range of different age groups with high levels of responses from the adult working age group and the elderly whilst the survey data shows that the majority of bus user respondents are female.
- 4.6.2. There is an even split of respondents along the corridor. Notably, there is a high percentage of respondents from Tayport who travel on this corridor.
- 4.6.3. The majority of responses received are from bus users (55%) of which more than 50% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel. The response rate of commuters using other modes is low.
- 4.6.4. Most used bus services by respondents on the corridor are 39, 42, 94 and X37.
- 4.6.5. Bus user perspective towards intervention types is mostly supportive. Sustainable travel and better connectivity to onward journeys by bus were highly rated options.
- 4.6.6. Non-bus users support sustainable travel, changes to bus stops, better connectivity to onward journeys by bus, bus priority traffic signals and bus lanes as preferred intervention types.
- 4.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, frequency, and journey time. Many non-bus user comments indicate that they are existing or previous bus users who either left or don't use bus that frequently majorly due to reliability.
- 4.6.8. Respondents residing in Tayport, Gauldry, Wormit and Newport report that they don't have proper connectivity to access services along the corridor.
- 4.6.9. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency issue.
- 4.6.10. All respondent suggestions received focus on improving reliability, connectivity, frequency, journey time synchronisation of services and live information for services.

5 DUNFERMLINE TO FERRYTOLL CORRIDOR

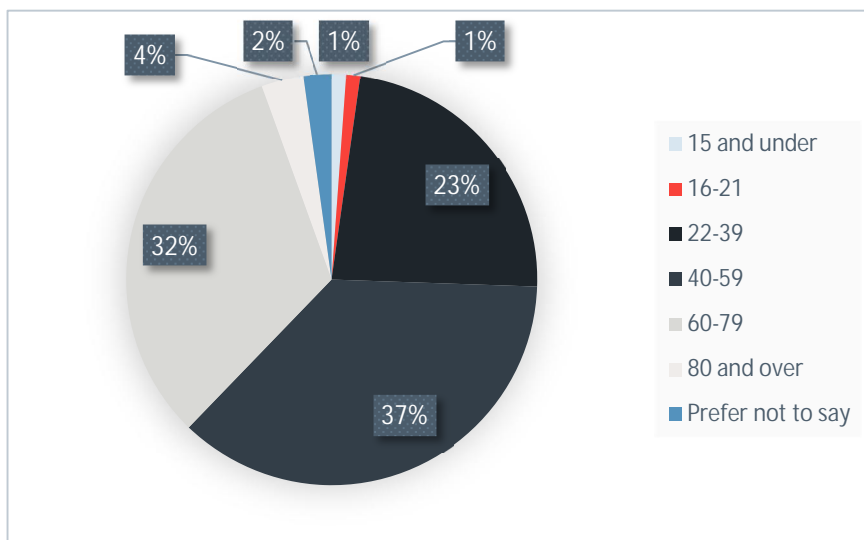
5.1 INTRODUCTION

- 5.1.1. This section discusses the Dunfermline to Ferrytoll corridor in the context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.
- 5.1.2. In total, there were 90 respondents assigned to the Dunfermline to Ferrytoll corridor.

5.2 DEMOGRAPHIC OVERVIEW

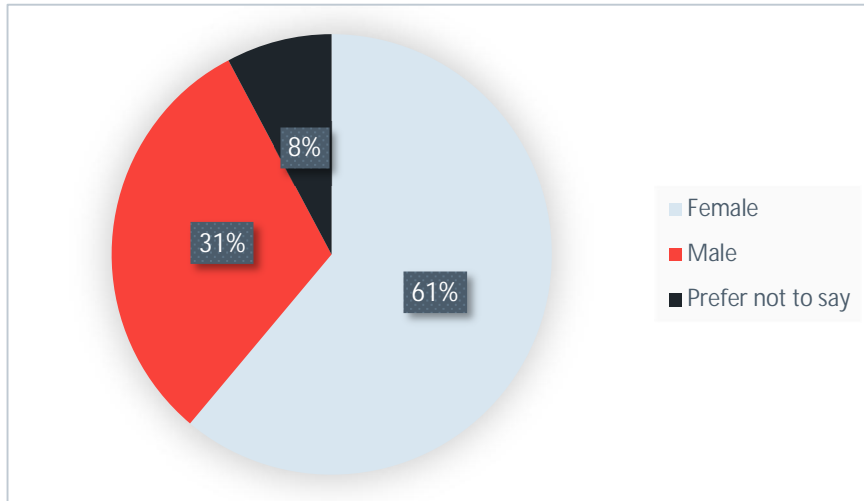
- 5.2.1. 92% of the respondents on this corridor are from age group 22-79 years with those aged 40-59 years being the median age group. 4% of the respondents on this corridor account for age group 80 and over. The age profile for all respondents can be seen in Figure 5-1.

Figure 5-1 – Age Profile of Respondents



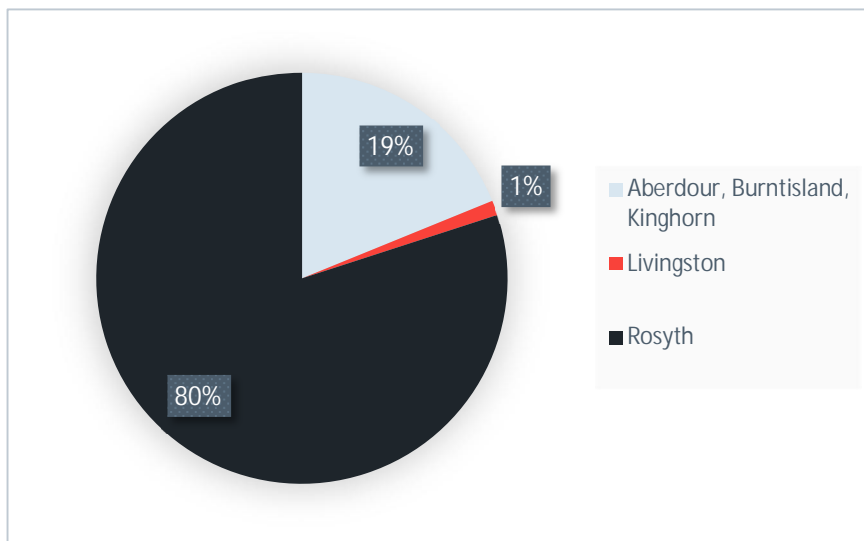
- 5.2.2. A majority 61% of respondents are female while 31% respondents are male. Gender split of respondents on this corridor is presented in Figure 5-2.

Figure 5-2 – Gender Split of Respondents



- 5.2.3. 80% of respondents on this corridor are residing in Rosyth and 19% reside in Aberdour. The geographic spread of respondents is represented in Figure 5-3.

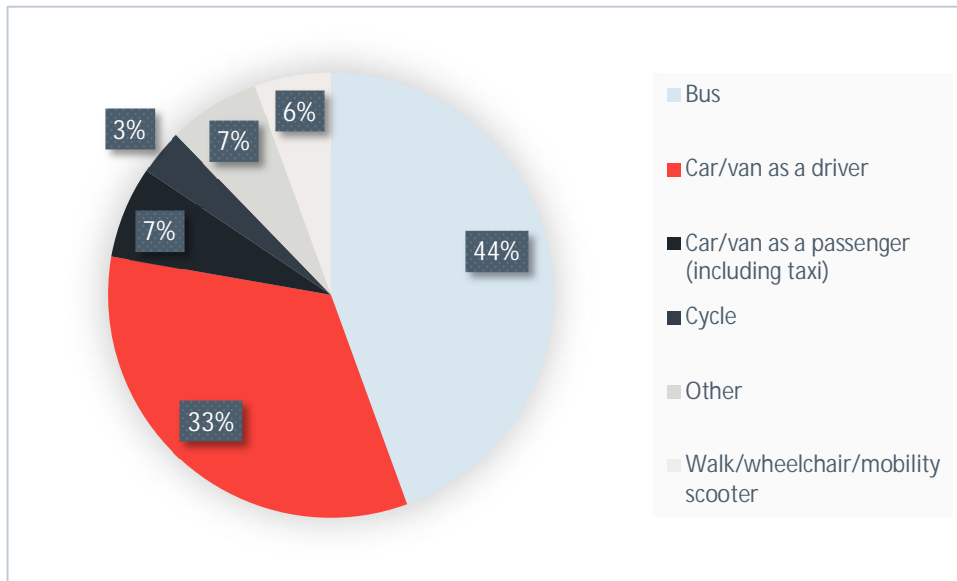
Figure 5-3 – Geographic Spread of Respondents



5.3 CURRENT TRAVEL MODES

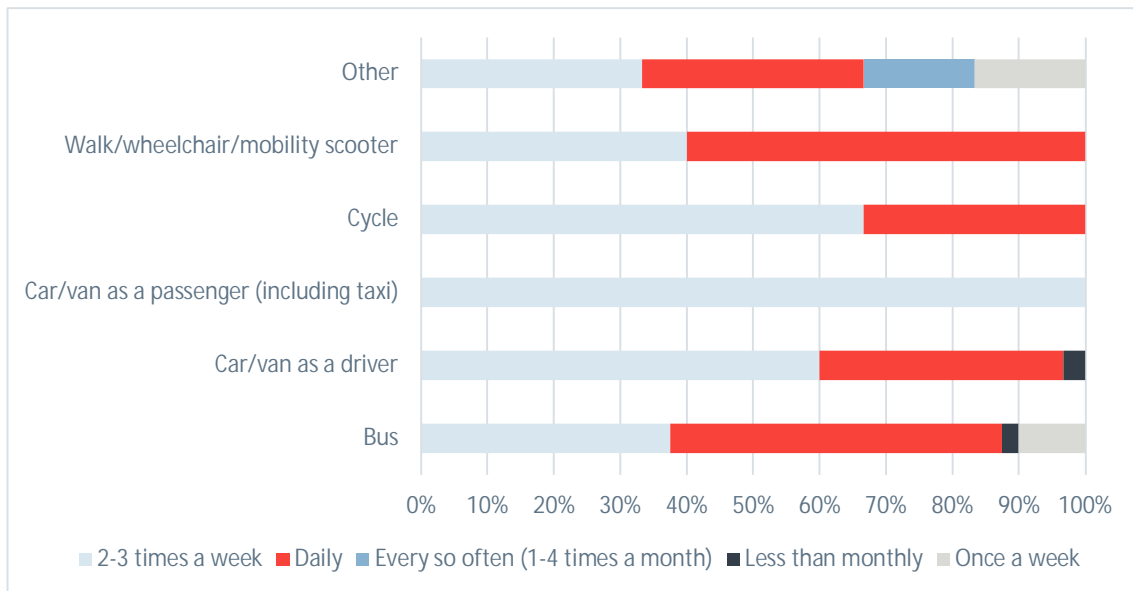
- 5.3.1. A total of 44% of respondents report using bus as their primary mode of travel while 33% of respondents use a private car/ van as their primary mode of travel. The mode split of respondents is represented in Figure 5-4.

Figure 5-4 – Current Mode Split



- 5.3.2. More than 50% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 38% of bus users use the bus 2-3 times a week. Approximately 60% of respondents using car as a passenger or walk or wheel as their primary mode of commuting, do so daily. Figure 5-5 represents the respondents' frequency of travel for each mode.

Figure 5-5 – Trip Frequency Vs Mode of Travel



5.4 BUS USER SUMMARY

- 5.4.1. Most respondents on this corridor use the services 3, 5, 5A, 7, 7B, 19, 87 and 89. Services 3, 7, 7B and 19 are the most used services by respondents, as shown in Table 5-1.

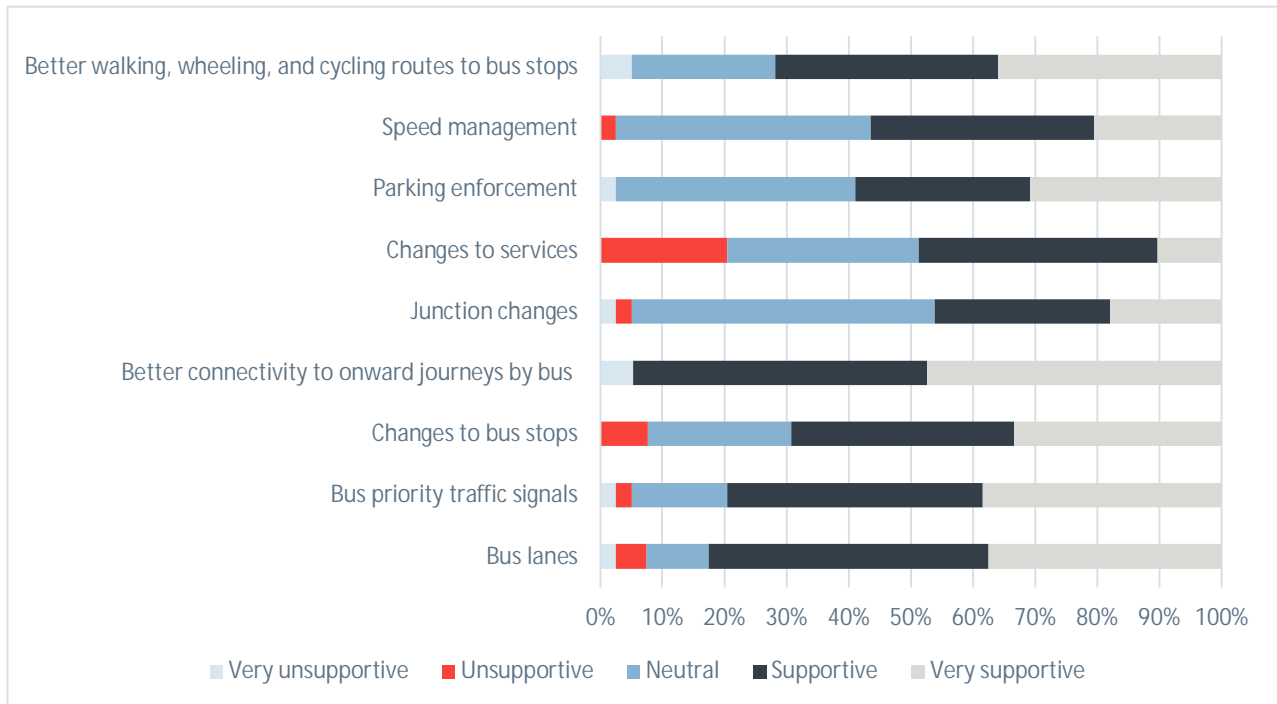
Table 5-1 – Service Utilisation

Service	Service Utilisation*
3	18%
5	5%
7	20%
19	8%
87	5%
89	5%
19D	3%
5A	5%
7B	15%
C25	3%
X27A	5%
X51	3%
X55	3%
X57	3%
X58	3%

**Figures do not equal 100% due to rounding*

- 5.4.2. The majority of responses received are neutral or supportive towards the intervention types with major support towards sustainable travel options and better connectivity to onward journeys by bus. Whilst there are some unsupportive views on bus priority traffic signals and bus lanes, more than 50% of respondents were found to favour these intervention types. More than 50% of the responses are also supportive towards speed management and parking enforcement with these options having more than 30% of neutral outlook as well. Notably, over 20% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 5-6 shows the bus user views towards each intervention type.

Figure 5-6 – Bus User Views on Intervention Types



- 5.4.3. 58% of the bus users identify low frequency of buses and reliability as a problem whilst some also identify that there are no evening services running to/from places of work. Comments also indicate that though services within the city might be good, they lack intercity connectivity and usually face problems commuting to places outside Dunfermline. Related to the recent cut in services, some comments suggest that commuters with additional support needs are at a disadvantage as some services which offer low access are being replaced with normal bus services. Table 5-2 lists the comments pointing towards general problems faced by commuters.

Table 5-2 – Bus User Comments Highlighting Problems

Comment Number	Bus User Comments Highlighting Low Frequency and Unreliability	Category
1	<i>In general, compared to the cities in Scotland, I feel like the bus services in Fife are very poor and less frequent in general.</i>	Frequency
2	<i>More frequent journeys from Edinburgh to Dalgety Bay/ Kirkcaldy as hourly causes key workers like nurses who work in Edinburgh and live in fife to have to wait over an hour after a shift due to working till 8pm</i>	Frequency
3	<i>More frequent service for Duloch area before 9am at the weekend would help me allot</i>	Frequency
4	<i>Reliability is a major concern as with only two buses an hour a missing bus can be a problem when setting appointments especially medical appointments.</i>	Frequency
5	<i>We need more commuters timed buses.</i>	Frequency

6	<i>Would be good to see some buses before/at 6am heading towards Kirkcaldy to hospital for those travelling to work. This is currently unachievable if you start at 7am by bus or train</i>	Frequency
7	<i>X24 unreliable. One per hour from our postcode. Bus often full on return. Have to wait.</i>	Frequency
8	<i>Not happy if plans to cut 7b to Dalgety Bay</i>	Connectivity
9	<i>The bus for Glasgow from Dunfermline at 0500 hrs should be reinstated to enable onward connections to be caught at Buchanan Bus Station. The erratic service of 5/5A leaving people stranded at Asda, St Andrews Street and Millhill surgery is a disgrace.</i>	Connectivity
10	<i>This service is good, due to change on 31st October, this will be a great loss</i>	Connectivity
11	<i>As someone who uses the bus often, more services, more frequent services and better straight through bus links to other areas of Fife are needed. I am very limited in where I can accept work as a supply teacher due to the inappropriate bus travel links beyond the Dunfermline area. It is easy to travel within the sub- areas of Fife- i.e. within Dunfermline, within Glenrothes etc. But very difficult to travel between the areas due to frequency of services, needing more than one service to get to places, slows journey times and link times between multiple services/ just missing one another.</i>	Intercity connectivity
12	<i>Some areas are poorly served, and the proposed changes make it impossible for workers to get to work at a reasonable time</i>	Journey Time
13	<i>I use 83 at night to get to Dalgety Bay not happy it's getting taken off and making my journey home a lot longer</i>	Journey Time
14	<i>The bus service has been unreliable recently with a lot of cancellations that haven't been reported on social media. Thank put in a claim for a refund for a Dunfermline day rider after not being able to use it due to service cancellation and still haven't received either the refund or an email confirming it was being looked at. The bus drivers, with one or two exceptions, look like they'd rather be anywhere other than driving the bus.</i>	Reliability
15	<i>I understand some services are changing. The service changing the most for myself as someone with poor mobility and uses walking aids is the X27A, this is a low access bus. Stagecoach are ending this service in favour of the X27. My problem with this is that that service does not use low access buses. this is an issue as it services the Whyteman Brae hospital complex next to the Victoria hospital which I attend.</i>	Accessibility

5.4.4. Suggestions received in the survey can be categorised relating to frequency, journey time, connectivity, journey cost and infrastructure. The comments are as listed in Table 5-3.

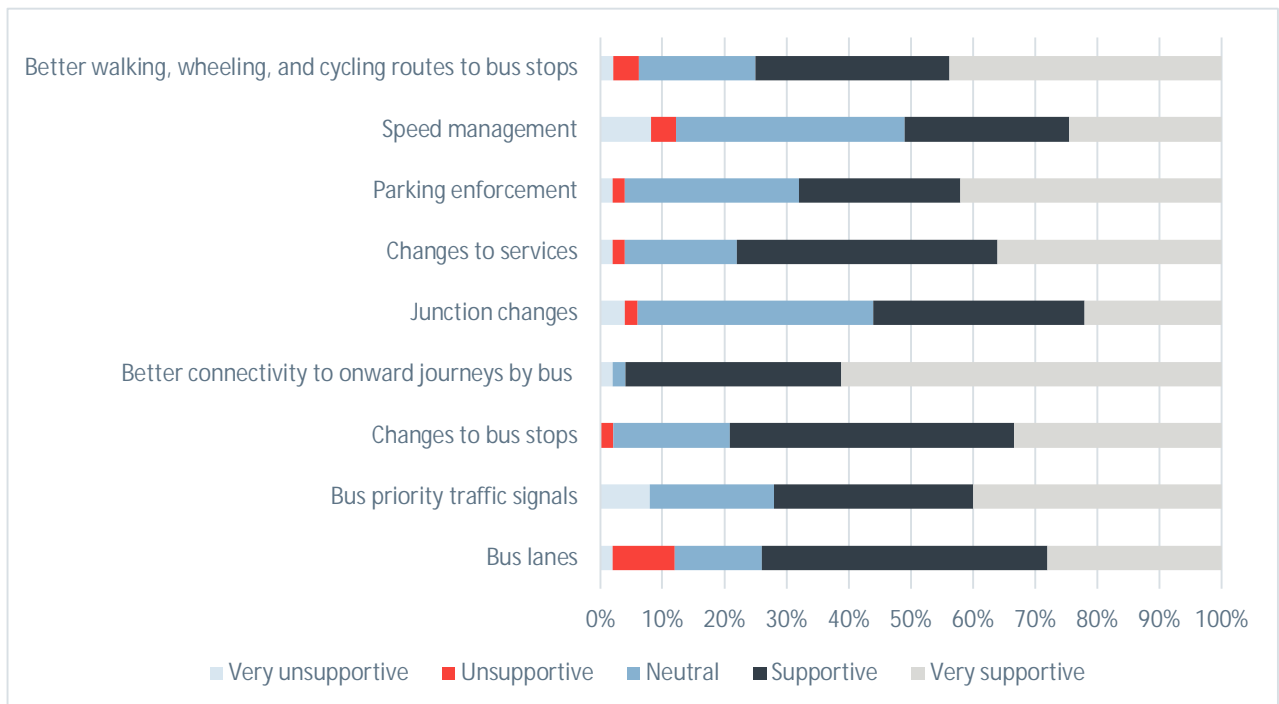
Table 5-3 – Bus User Suggestions

Comment Number	Bus User Suggestions	Category
1	<i>The bus from Dunfermline bus station to the Victoria Hospital in Kirkcaldy runs hourly during the day (e.g.: 13:05, 14:05, 15:05). Supposing someone had a relative in a critical condition and had to wait up to an hour for the next service including the journey time, this would make their situation very difficult. There should be more bus services or more frequent bus services to Victoria Hospital in Kirkcaldy.</i>	Frequency
2	<i>A more frequent bus to connect with Ferry Toll would be an advantage</i>	Frequency
3	<i>Adding more frequent buses from Duloch to queen Margaret rather than 1 per hour please</i>	Frequency
4	<i>Need to invest in new buses.</i>	Frequency
5	<i>For the x51 would really helped if you kept your 7.45am bus so people can make it to there for 8/9am. This includes school children who live in Livingston and use this bus to get to south Queensferry high school. This has a massive impact on my job also as I'm required to start at 8.15am now this delays me before and after work. Any help to this service is appreciated!</i>	Frequency
6	<i>Off putting to use a bus for me is the gap in direct buses between Edinburgh and Dunfermline in the night time. It's very difficult to plan a journey between 12pm and 7am. It must have huge effect also on people working in Edinburgh in the evening/night shifts. There's should be at least one direct service between those hours.</i>	Night-time frequency
7	<i>Stagecoach need to run the service for the benefit of the users</i>	Journey cost/Journey Time/ Frequency
8	<i>The bus services in Fife are OK but could be improved considerably. Express buses are not express they should not stop after the West End as they prevent Fife Travellers getting on. There are too many stops in Rosyth</i>	Journey time
9	<i>Need more direct buses to the Dockyard going straight down Kings Road rather than the few each day currently. Need another bus stop on Kings Road towards the Dockyard before the first roundabout opposite the one on the other side of the dual carriageway</i>	Journey time and Bus focused infra
10	<i>Short journeys shouldn't be as expensive</i>	Journey cost
11	<i>Not having to go to Halbeath to get a bus from Dunfermline to Dundee would help!</i>	Connectivity
12	<i>Hourly bus to/from Edinburgh to stop in Aberdour again would help</i>	Connectivity
13	<i>The use of bus lanes should be considered on main roads like Halbeath Road, Dunfermline to help buses run on time.</i>	Infrastructure

5.5 NON-BUS USER SUMMARY

- 5.5.1. Non-bus users are mostly supportive or very supportive towards all intervention types. There is significant support for bus priority traffic signals and better connectivity onward journeys by bus. Whilst there were some unsupportive responses regarding bus lanes (over 10%), the majority of respondents were evidently in support of these intervention types. Figure 5-7 shows the non-bus user views towards each intervention type.

Figure 5-7 – Non-Bus User Views on Intervention Types



- 5.5.2. Non-bus user comments can be categorised relating to journey time, journey cost, frequency, reliability, and connectivity. Amongst these comments, some highlight that a 15 minute journey by car can take up to 1 hour by bus as there are not enough direct services. Respondents also acknowledge that whilst Halbeath and Ferrytoll park and rides are good, they do not provide direct services to Fife coastal villages and therefore there are no viable alternatives for the commuters using private vehicles to and from these areas. Table 5-4 lists the non-bus user comments on general problems with bus services.

Table 5-4 – Non-Bus User Comments Highlighting Problem with Services

Comment Number	Non-Bus User Comments Highlighting Problem with Services	Category
1	<i>Bus journey time from Dalgety Bay to Dunfermline Town centre is 55 minutes, by car its 15 our time is valuable too seems bus companies have forgotten that</i>	Journey time
2	<i>Buses through Dalgety Bay streets slow the Kirkcaldy to Edinburgh down dramatically</i>	Journey time
3	<i>I am very lucky to have a bus pass, bus fares are too expensive, and the frequency of buses is appalling. Almost</i>	Journey time and cost

Comment Number	Non-Bus User Comments Highlighting Problem with Services	Category
	<i>2 hours to get from my home to Fife House by bus is appalling, I can get there in 20 minutes by car. Or is the intention to make it as hard as possible to get into the office? Yes I do work for Fife Council.</i>	
4	<i>More direct bus routes are needed and buses which link up more places in Fife. A 15-minute car journey can mean a 1-and-a-half-hour bus journey, with changes. It's incredibly difficult to get somewhere quickly, easily and cheaply by using a bus in Fife.</i>	Journey time and cost
5	<i>There are not enough buses to make travel as appealing as it should. Direct buses from smaller villages to Edinburgh were withdrawn some time ago. (57 route). This has caused a lot of issues.</i>	Journey time and Frequency
6	<i>Fife buses are very expensive. Better value fares would encourage me to use the bus more</i>	Journey cost
7	<i>improve the bus routes & reduce the cost, £5 each way within a town vs Edinburgh price where that will buy an unlimited all-day travel.</i>	Journey cost
8	<i>Need a reliable service with easy and reliable way to track services</i>	Reliability
9	<i>I do not have a car so use the bus when walking is not possible having a reliable and regular bus service is important</i>	Reliability
10	<i>I would like the buses to be more available later at night. For example, I live a 10-minute drive away from Halbeath P & R, but I had to wait nearly an hour for a bus to take me from the Park and Ride to my stop. My bus from Edinburgh arrived around 23:00 and the next bus at the Park and Ride that went down Linburn Road was not until 0:20. Even 1 bus at midnight from Halbeath P & R to Dunfermline Bus Station (that stopped at various points between) would make a big difference.</i>	Frequency
11	<i>It's not the reliability, just there are too few buses in my area, and it only goes either to Dunfermline or Kirkcaldy which isn't where I want to go.</i>	Frequency
12	<i>The bus is just too infrequent and often too full to get a seat</i>	Frequency
13	<i>Bus services in Fife are abysmal and need a massive overhaul. Trains are mostly good from my part of Fife but NE and even just East Fife are seriously under-served</i>	Frequency
14	<i>Park and ride facilities to Edinburgh are generally quite good from Inverkeithing, however, bus travel to/from certain fife villages to the park & ride are non-existent or so poor that car travel only viable option.</i>	Connectivity
15	<i>Buses timetables were changed to 'speed up' travel between major destinations and whole areas of population then missed out on using buses. Many of fife coastal villages- Aberdour, Burntisland, Kinghorn don't get any bus route to a local park and ride so have to use cars</i>	Connectivity

Comment Number	Non-Bus User Comments Highlighting Problem with Services	Category
16	<i>Ferrytoll & Halbeath P&R are fabulous however, only accessible to me by car from Aberdour</i>	Connectivity
17	<i>I am now using the bus a lot. I live in Dalgety Bay, and I notice some buses are going to stop coming into Dalgety Bay after 31st Oct</i>	Connectivity

5.5.3. Non-bus user suggestions can be summarised as connectivity, information and eco-friendly services. Table 5-5 lists the non-bus user suggestions.

Table 5-5 – Non-Bus User Suggestions

Comment Number	Non-Bus User Suggestions	Category
1	<i>Bus routes should be easy to understand - in Fife Stagecoach make it confusing by using letters e.g. 7,7A,7B, 7C,7D why not give these routes different numbers to make it easier</i>	Information
2	<i>Need a reliable service with easy and reliable way to track services</i>	Information
3	<i>Buses are required within new estates. We currently have a 25min walk to nearest bus stop</i>	Connectivity
4	<i>I would like to see the 747 airport bus stop in Rosyth at the Rail Station and the Crossroads. It would reduce the number of cars needing to park at Ferrytoll.</i>	Connectivity
5	<i>Including villages in city buses is essential to reducing car use. Local buses need to go to park and ride or still involves car use</i>	Connectivity
6	<i>Link Kinghorn, Burntisland and Aberdour directly to Ferrytoll or give them an X service into Edinburgh.</i>	Connectivity
7	<i>Need a bus that goes from Limekilns and Charlestown direct to Inverkeithing station, so people can get on at 7,8,9 and back at 5,6,7pm</i>	Connectivity
8	<i>We need a service to fife leisure park and Halbeath park and ride</i>	Connectivity
9	<i>Would be good to have the no. 7 bus (Dunfermline to Leven) call at Ferrytoll to improve connection to Edinburgh</i>	Connectivity
10	<i>Give drivers more time on a run then it will be more comfortable and less stressful for the driver of the bus I use at night to Townhill is like a F1 race as no time on run</i>	Driver wellness
11	<i>More, cheaper, and comfortable buses!</i>	Journey Cost
12	<i>Diesel powered double decker buses are being used in highly unsuitable places like small villages. I highly support making the bus fleet modern, efficient and flexible - electric, small, able to accommodate changes to requirements easier. Fit for the current and future bus use.</i>	Eco-friendly Services
13	<i>Prioritise sustainable transport</i>	Eco-friendly Services

5.6 DUNFERMLINE TO FERRYTOLL CORRIDOR SUMMARY

- 5.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group and the elderly whilst the survey data shows that the majority of bus users are female.
- 5.6.2. The majority of respondents travelling along the corridor are from Rosyth (80%) followed by Aberdour (19%).
- 5.6.3. The majority of responses received are from bus users (44%) of which more than 50% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel while response rate of commuters using other modes is low.
- 5.6.4. The most used bus services by respondents along the corridor are services 3, 7, 7B and 19.
- 5.6.5. Bus user perspective towards all intervention types is mostly supportive. Sustainable travel, better connectivity to onward journeys by bus, bus priority traffic signals and bus lanes were highly rated options.
- 5.6.6. Non-bus users were found to be generally supportive of sustainable travel, changes to services, better connectivity to onward journeys by bus, changes to bus stops, bus priority traffic signals and bus lanes as preferred intervention types.
- 5.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, frequency, and journey times while non-bus users also consider journey cost as an important factor.
- 5.6.8. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency issue. Some services with low access buses are being replaced by other services which do not offer additional support needs are amongst other issues highlighted by respondents.
- 5.6.9. All the suggestions received focus on improving reliability, connectivity, frequency, journey time and journey cost.

6 KINCARDINE TO COWDENBEATH CORRIDOR

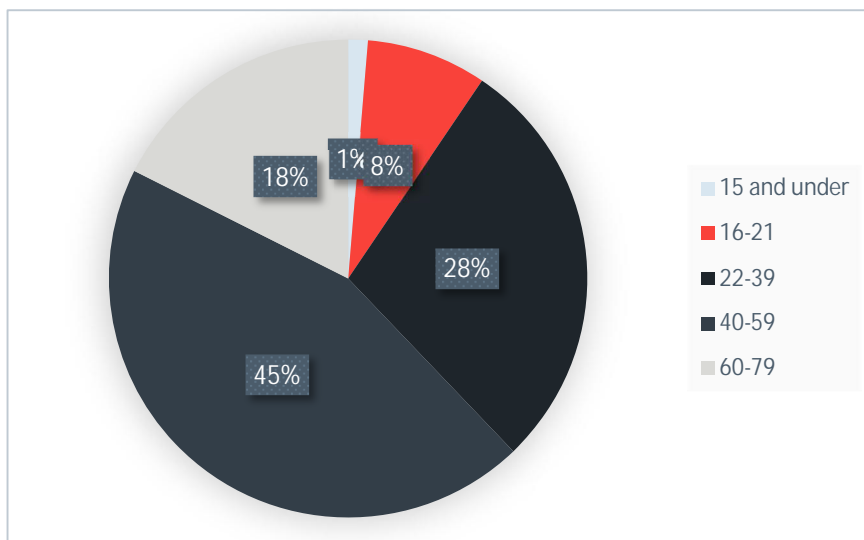
6.1 INTRODUCTION

- 6.1.1. This section discusses the Kincardine to Cowdenbeath corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.
- 6.1.2. In total, there were 74 respondents assigned to the Kincardine to Cowdenbeath corridor.

6.2 DEMOGRAPHIC OVERVIEW

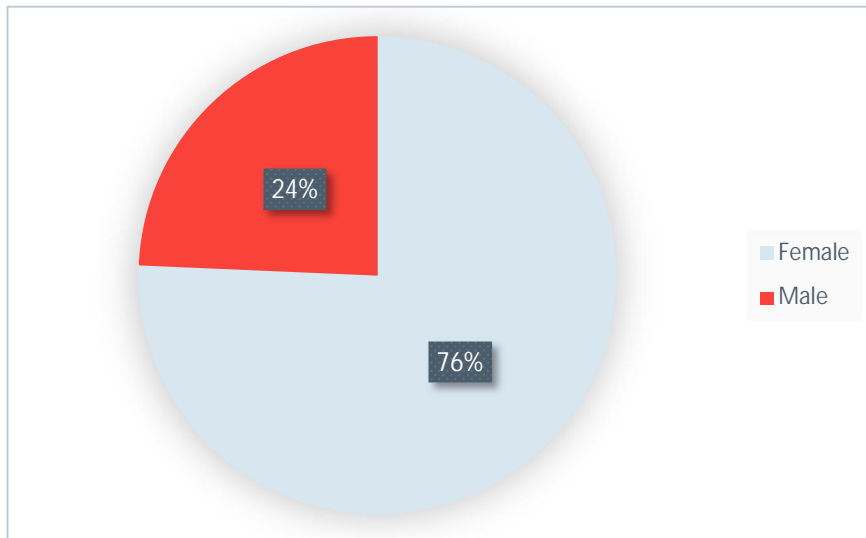
- 6.2.1. Respondents on this corridor are split 28%, 45% and 18% among age groups 22-39, 40-49 and 60-79, respectively. The full age profile of respondents for this corridor is represented in Figure 6-1.

Figure 6-1 – Age Profile of Respondents



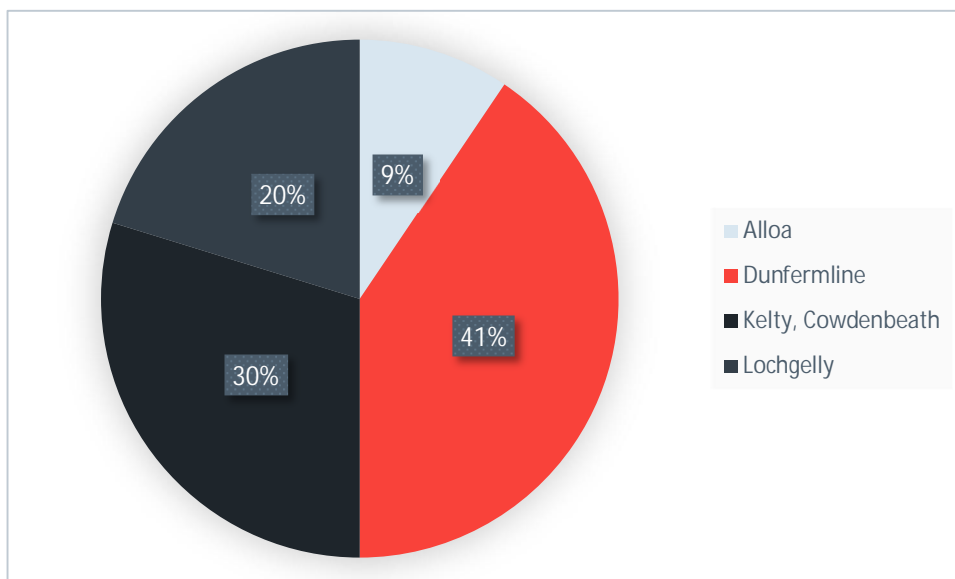
- 6.2.2. A majority 76% of respondents are female while 24% respondents are male. Figure 6-2 shows the gender split of respondents on this corridor.

Figure 6-2 – Gender Split of Respondents



- 6.2.3. The majority of respondents along this corridor reside in Dunfermline (41%) and Cowdenbeath (30%) and 20% residing in Lochgelly. The geographic spread of respondents is represented in Figure 6-3.

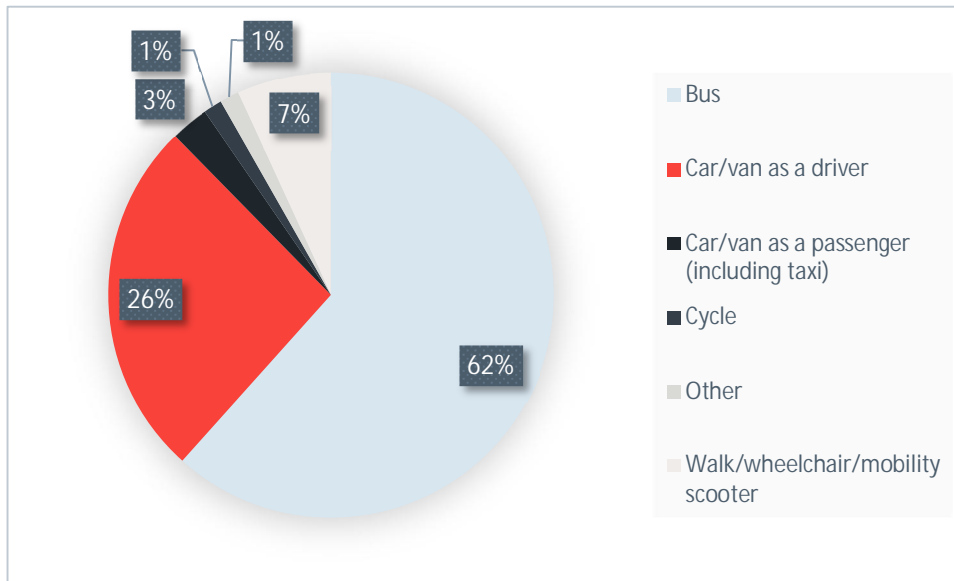
Figure 6-3 – Geographic Spread of Respondents



6.3 CURRENT TRAVEL MODES

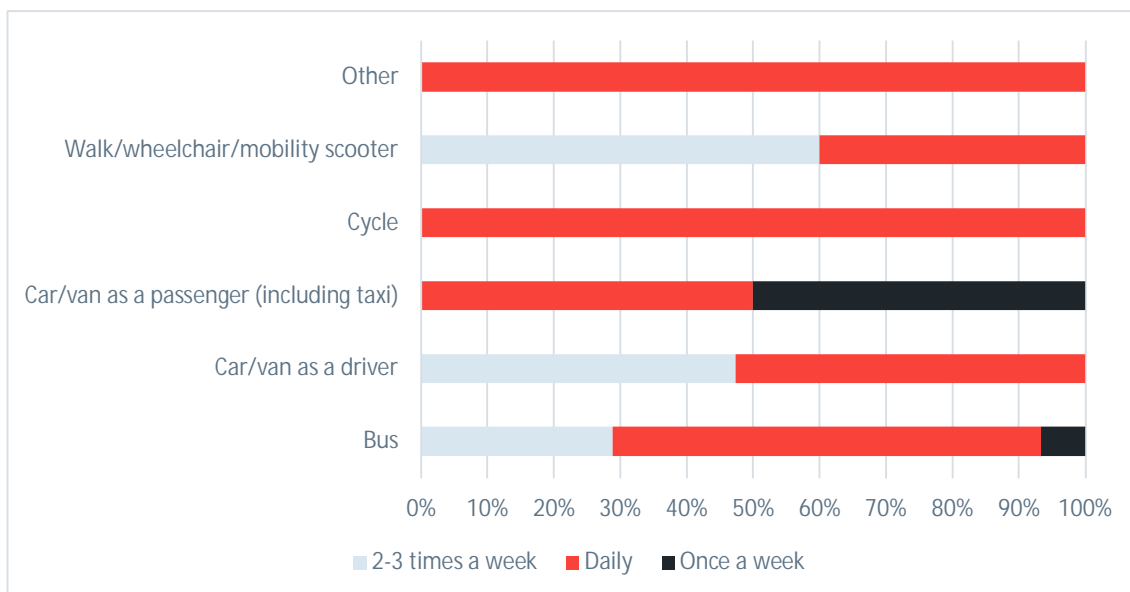
- 6.3.1. 62% respondents report using bus as their primary mode of travel while 26% respondents use private car/ van as their primary mode of travel. The mode split of respondents can be seen in Figure 6-4.

Figure 6-4 – Current Mode Split



- 6.3.2. More than 60% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 25% of bus users use the bus 2-3 times a week. Approximately 50% of respondents using car as a passenger as their primary mode of commuting, do so daily. Figure 6-5 represents the respondents' frequency of travel for each mode.

Figure 6-5 – Trip Frequency Vs Mode of Travel



6.4 BUS USER SUMMARY

- 6.4.1. Most respondents on this corridor use services 4, 8, 19, 33, 81, 7B and X27. Services 19, 33 and 81 are the most used services by respondents, as shown in Table 6-1.

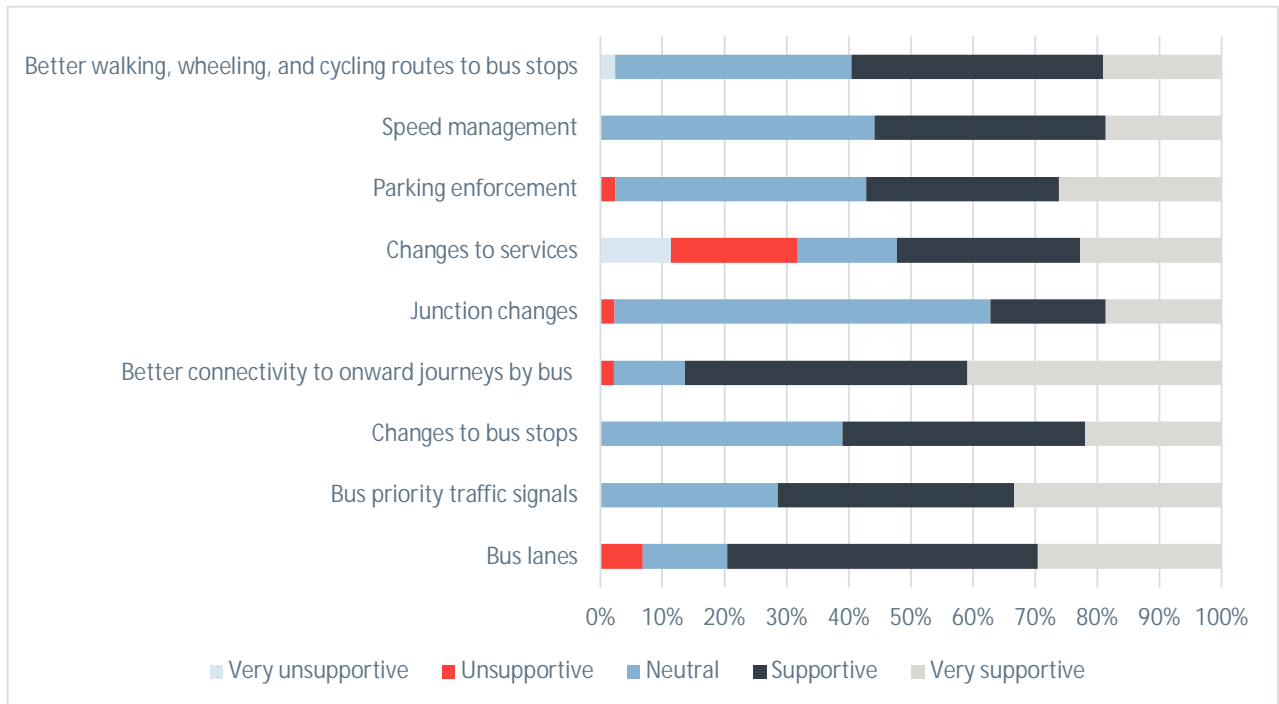
Table 6-1 – Service Utilisation

Service	Service Utilisation*
3	4%
4	7%
5	2%
8	7%
19	13%
33	22%
81	11%
747	2%
17A, 17B	4%
3B	2%
7B	7%
8A	2%
X24	2%
X26	2%
X27	7%
X55	4%

**Figures do not equal 100% due to rounding*

- 6.4.2. The majority of responses received are neutral or supportive towards the intervention types. Despite some unsupportive views, there is significant support for better connectivity to onward journeys by bus and bus lanes. More than 50% of the responses are also supportive towards options focusing on sustainable travel, speed management and parking enforcement with these options having more than 30% of neutral outlook as well. Notably, over 30% of respondents were found to be either unsupportive or very unsupportive of changes to bus services. Figure 6-6 shows the bus user views towards each intervention types.

Figure 6-6 – Bus User Views on Intervention Types



6.4.3. Bus user comments can be mostly categorised as a frequency or reliability related issue. 48% of respondents on this corridor report frequency as a major concern. Many respondents also identify the need of buses at early hours in the morning. Table 6-2 lists the general problems faced by bus users along this corridor.

Table 6-2 – Bus User Comments Indicating General Problems

Comment Number	Bus User Comments Indicating General Problems	Category
1	<i>During rush hour from Edinburgh to Dunfermline would be good to see more buses available as I struggle to get a bus home from Hillpark steps between 4:30-6pm when I finish work due to buses being so full</i>	Frequency
2	<i>Earlier buses out of Kelty would be great.</i>	Frequency
3	<i>Not sure how Changing Townhill bus to 30 minutes will work as buses are usually busy also what happens if there's 2 buggys on, another person will have to wait 30 minutes, also have to think about the school.</i>	Frequency
4	<i>Sometimes the bus simply doesn't show up without warning or explanation.</i>	Reliability
5	<i>The 81 is only hourly and completely unreliable. If I have to attend any hospital appointments, I have to try and ask a friend for a lift.</i>	Frequency and Reliability
6	<i>The proposed changes to route 33, in particular not having this bus running to the hospitals before 9:15am is absolutely ridiculous. How are clinicians and the many Hospital support workers supposed to get to work? Seriously, sort yourselves out.</i>	Frequency

Comment Number	Bus User Comments Indicating General Problems	Category
7	<i>Use two buses 4/5times a week to get to work nights at amazon but some mornings I'm out almost 2hrs after my shift ends when using public transport so end up using taxis</i>	Frequency
8	<i>Would prefer a reliable bus and more of them as we are very restricted. i.e., we have little bus service in the afternoons and first bus at 10am</i>	Frequency and Reliability
9	<i>A reliable service that doesn't cost the earth. And doesn't go around the whole of the east coast before you get to your stop. More buses in small villages the list is endless</i>	Journey time
10	<i>Correct bus details on App</i>	Information

6.4.4. 48% of the bus users highlight their dissatisfaction towards the proposed changes in bus services by Stagecoach. The comments as listed in Table 6-3.

Table 6-3 – Bus User Comments Highlighting Problem with Service Changes

Comment Number	Bus User Comments Highlighting Problem with Service Changes	Category
1	<i>I am strongly against the proposed changes to the bus timetables. I take multiple buses per day as travel is required for my job and I regularly visit family and friends across Fife. If services were reduced, this would be hugely negatively impactful on my ability to go about my day-to-day life. While my primary journeys are direct major bus routes, I spend quite a bit of time travelling on services to remote communities for work.</i>	Reliability, Connectivity
2	<i>I would like the bus routes to continue as they are as it is going to make it very difficult for me to get to work if they change</i>	Reliability, Connectivity
3	<i>Making huge changes to existing services is not helpful many passengers on my regular buss 33/33a are worried about getting to and from work with the changes being suggested</i>	Reliability, Connectivity
4	<i>Need bus to get to hospital, Drs shopping work, meet friends. to go to places with walking group as I do not drive and I have some mobility problems, so buses are an important part off my getting around so if buses are taken off or don't turn up it is hard to do the things I need to do</i>	Reliability, Connectivity
5	<i>The proposed change of bus service will make me unable to go to work. Please help</i>	Reliability, Connectivity
6	<i>Very concerned re the service I use daily being cut. Unable to get to work on time, will possibly need 3 buses on occasion just to get there (assuming the buses run!!). NO consideration has been given to the high volume of workers that use the early morning services.</i>	Reliability, Connectivity
7	<i>Why change the time of the 7b arriving in Hillend Ind. Estate to 7:58 when most people start at 8? I will need to change the bus I get now. This is a work service it does not make sense!!</i>	Frequency
8	<i>With the proposed bus timetable changes for the 4 for Blair hall & 3 for Townhill I will have to either change jobs or</i>	Reliability, Connectivity

Comment Number	Bus User Comments Highlighting Problem with Service Changes	Category
	<i>attempt to find another form of transportation. From speaking to a number of people the bus changes throughout Dunfermline are going to make it extremely difficult for most people to continue to use buses as their travel & instead leave people with no other choice than to use their own cars!</i>	

- 6.4.5. Suggestions received in the survey can be categorised relating to frequency, connectivity, and customer service. The comments are listed in Table 6-4.

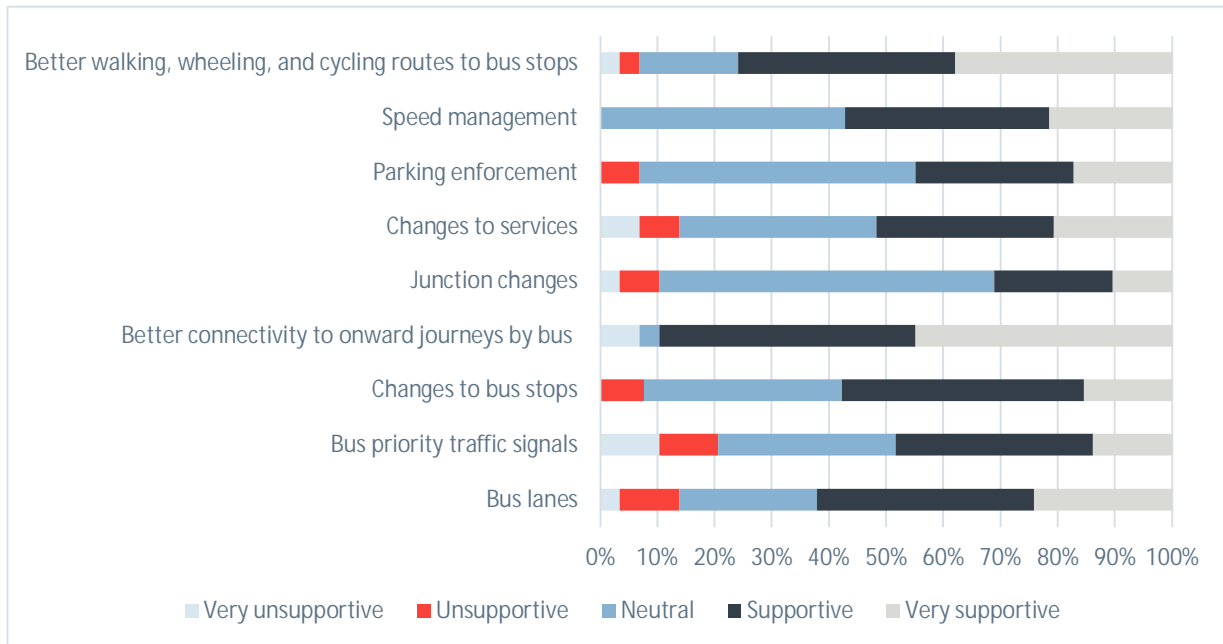
Table 6-4 – Bus User Suggestions

Comment Number	Bus User Suggestions	Category
1	<i>Make the 19 every 20 mins instead of 30 mins at night</i>	Frequency
2	<i>Please reconsider the early morning cut to the 8A from Dunfermline to Alloa</i>	Frequency
3	<i>Run buses every 10 mins</i>	Frequency
4	<i>Make buses more affordable and run later at night, such as the Edinburgh to Perth service which stops at around 8.30pm.</i>	Journey Cost and Frequency
5	<i>We need a bus that takes us to Dunfermline via the hospital</i>	Connectivity
6	<i>Keep the 33 journeys to Amazon, a service through the Moss green part of Crossgates</i>	Connectivity
7	<i>More training for bus drivers, including their customer service!</i>	Safety and Customer Service

6.5 NON-BUS USER SUMMARY

- 6.5.1. Non-bus users are mostly supportive towards all intervention types. There is significant support for better connectivity to onward journeys by bus, sustainable travel options, speed management, changes to bus stops. Whilst there is general support for bus lanes (over 60% supportive or very supportive), over 10% respondents were found to be either unsupportive or very unsupportive. Notably, over 20% of respondents were found to be either unsupportive or very unsupportive of bus priority traffic signals, whilst over 10% were found to be either unsupportive or very unsupportive of bus service changes and junction changes. Figure 6-7 shows the non-bus user views towards each intervention types.

Figure 6-7 – Non-Bus User Views on Intervention Types



6.5.2. Problems highlighted by non-bus users can be categorised relating to reliability, connectivity, frequency, journey time and journey cost. Table 6-5 lists the comments highlighting issues.

Table 6-5 – Non-Bus User Comments Highlighting Issues

Comment Number	Non-Bus User Comments Highlighting Problems	Category
1	<i>A bus that runs in time for school from Kincardine to Culross and back again in time for starting and finishing school. Not all families in Kincardine go to Tulliallen and a bus service for those who go to Culross school would cut down on car journeys for those families. Our kids have the bus passes, but no buses run at the right time to make us of them for school.</i>	Reliability
2	<i>Buses in Cardenden is rubbish and so unreliable I know people who have been stranded after work or can't get to work on time because of this and its shocking</i>	Reliability
3	<i>stop cancelling buses last minute, which id imagine includes hiring/retaining staff so maybe pay them more & treat them better idk!!</i>	Reliability
4	<i>With the change of buses timetable in October no buses for my work at weekends and I can't use car. This also goes in winter when roads are bad.</i>	Connectivity
5	<i>Yes, why is there not a bus that goes directly from Cowdenbeath to Burntisland when it's only 10 minutes down the road</i>	Connectivity
6	<i>Son is a student and will have no direct bus to Fife College in Glenrothes when the new timetable takes effect. Unbelievable that this vital service (26) is being withdrawn.</i>	Connectivity

Comment Number	Non-Bus User Comments Highlighting Problems	Category
7	<i>We have 4 buses. But not spread out so only two times to catch. The fast Glasgow bus has two stops in Cairneyhill but only one in Crossford</i>	Frequency and Connectivity
8	<i>Make the buses more convenient that's why I use my car for work it takes me 10 minutes door to door whereas if I get the bus it takes 15 minutes to walk to the bus stop then the journey takes 25 minutes then it's another 10 minute walk at the other end</i>	Journey Time
9	<i>Why is day rider on 19 bus a lot cheaper than 33 bus. I hardly ever use 33 unless going you hospital as its cheaper using 19 buses</i>	Journey Cost

- 6.5.3. Suggestions received in the survey can be categorised relating to connectivity, frequency, and journey cost, as shown in Table 6-6.

Table 6-6 – Non-Bus User Suggestions

Comment Number	Non-Bus User Suggestions	Category
1	<i>Bus from Kincardine to Edinburgh is needed</i>	Connectivity
2	<i>Good connectivity, e.g., with railway stations, and west to east Fife, is important to make buses more usable and reduce full journey times.</i>	Connectivity
3	<i>It would be good to have more express/shorter routes to cities such as Glasgow. Shorter journey times would make me want to use the bus more. Possibly more park and rides could be an option, Kirkcaldy has a large bus station, but a park and ride would be helpful too.</i>	Connectivity and Transport Hub
4	<i>More direct routes to key transport hubs e.g., from villages direct to park and ride facilities, integration between bus and rail travel, more walking & cycling routes connecting villages and outlying areas to key transport hubs.</i>	Sustainable Travel and Connectivity
5	<i>Better and more frequent bus service between Cardenden and Glenrothes would be fabulous.</i>	Frequency
6	<i>Earlier bus to Alloa maybe by 10 minutes and another bus to Falkirk would be helpful</i>	Frequency and Connectivity
7	<i>Prices needs to be fixed to a reasonable price. Fife buses fares are extortionate</i>	Journey Cost
8	<i>Free bus fare</i>	Journey Cost

6.6 KINCARDINE TO COWDENBEATH CORRIDOR SUMMARY

- 6.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group and the elderly whilst the survey data shows that the majority of bus users are female.
- 6.6.2. The majority of respondents on this corridor reside in Dunfermline, Cowdenbeath and Lochgelly.

- 6.6.3. The majority of responses received are from bus users (62%) of which more than 60% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel while response rate of commuters using other modes is low.
- 6.6.4. The most used bus services by respondents along the corridor are 19, 33 and 81.
- 6.6.5. Bus user perspective towards intervention types is mostly supportive. Better connectivity to onward journeys by bus and bus lanes were both highly rated options.
- 6.6.6. Non-bus users highly support sustainable travel and better connectivity to onward journeys by bus as preferred intervention types.
- 6.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, frequency, journey time and journey cost.
- 6.6.8. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to reliability, connectivity, and frequency issue.
- 6.6.9. All the suggestions received focus on improving connectivity, frequency and journey time.

7 ST ANDREWS TO KIRKCALDY CORRIDOR

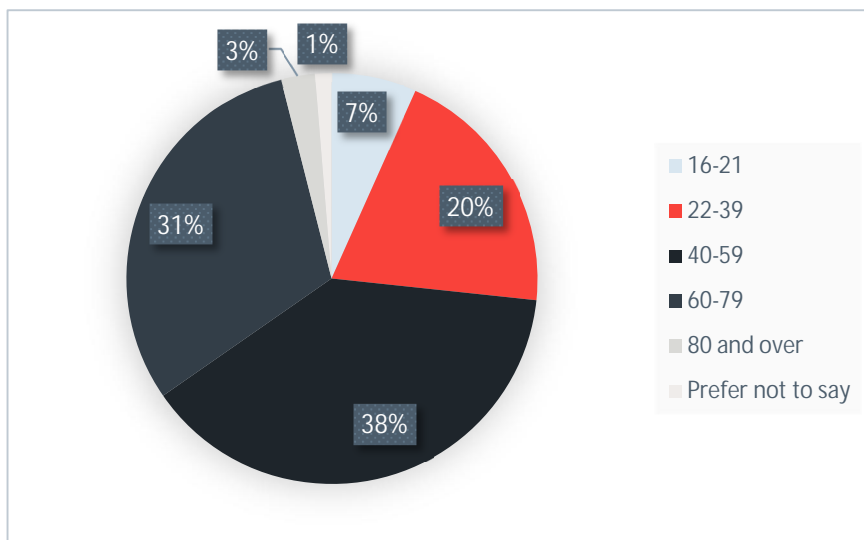
7.1 INTRODUCTION

- 7.1.1. This chapter discusses the St Andrews to Kirkcaldy corridor in context of user demographics, travel modes and travel frequency, bus user and non-bus user opinions on the option typologies and their comments on bus services.
- 7.1.2. In total, there were 75 respondents assigned to the St Andrews to Kirkcaldy corridor.

7.2 DEMOGRAPHIC OVERVIEW

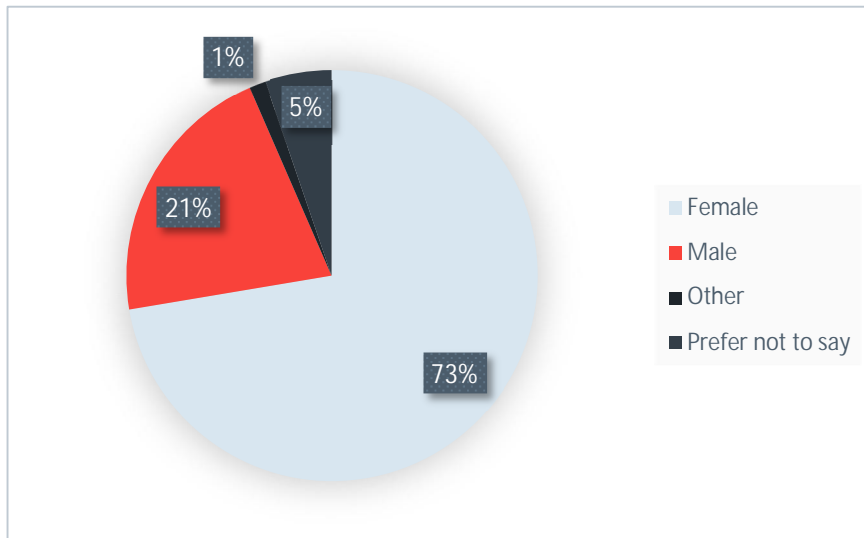
- 7.2.1. Respondents on this corridor are split in 20%, 38% and 31% among age groups 22-39, 40-49 and 60-79, respectively. The age profile of respondents along this corridor can be seen in Figure 7-1.

Figure 7-1 – Age Profile of Respondents



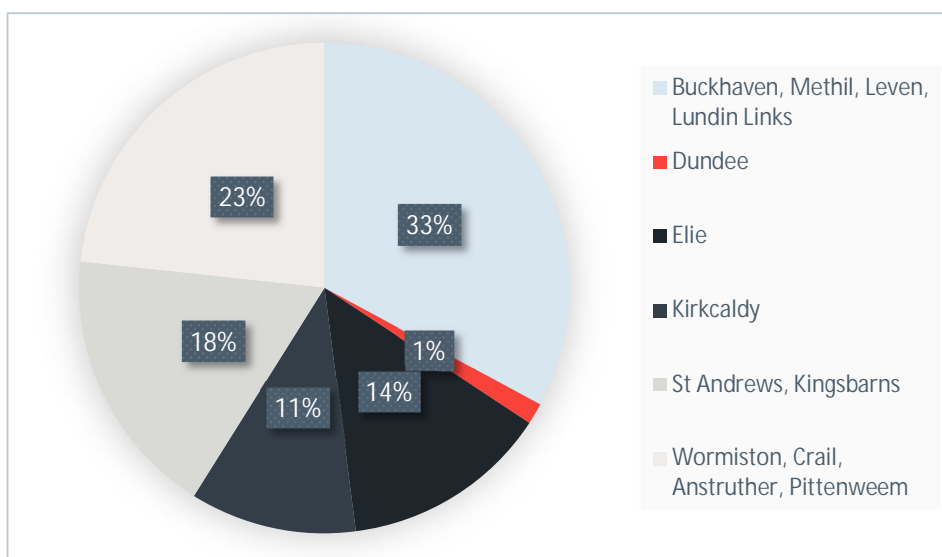
- 7.2.2. A majority 73% of respondents are female while 21% respondents are male. Figure 7-2 shows the gender split of respondents on this corridor.

Figure 7-2 – Gender Split of Respondents



- 7.2.3. The majority of respondents reside in Leven accounting for 33% of total respondents. Furthermore, 14% of respondents reside in Elie, 11% reside in Kirkcaldy, 18% reside in St Andrews and 23% reside in Crail, Anstruther and Pittenweem. The geographic spread of respondents is represented in Figure 7-3.

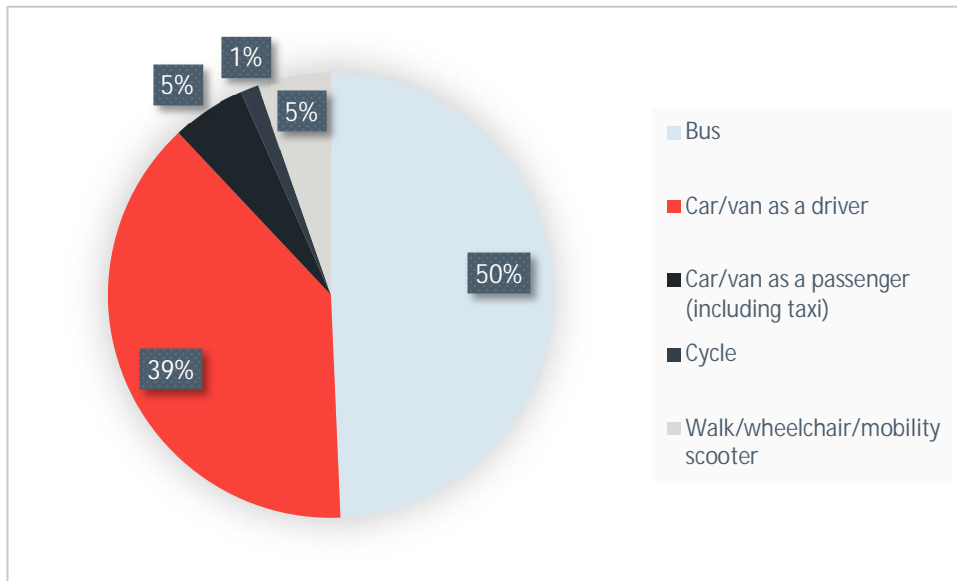
Figure 7-3 – Geographic Spread of Respondents



7.3 CURRENT TRAVEL MODES

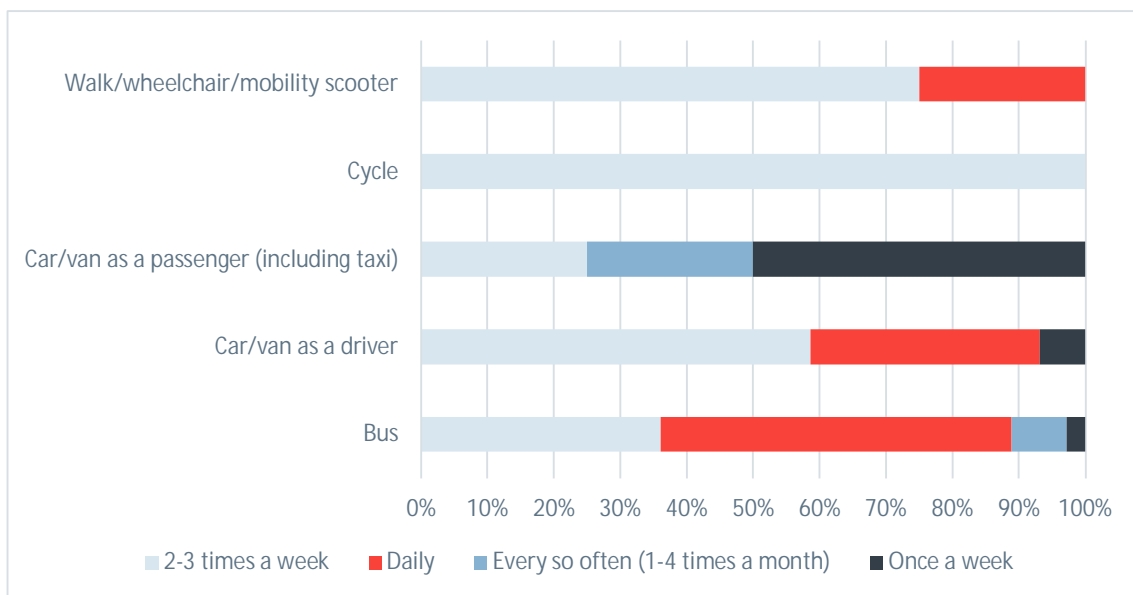
- 7.3.1. 50% of respondents were found to use the bus as their primary mode of travel while 39% respondents use a private car/ van as their primary mode of travel. The mode split of respondents can be seen in Figure 7-4.

Figure 7-4 – Current Mode Split



- 7.3.2. More than 50% of respondents who indicated using the bus as their primary mode of commuting said that they use the bus daily, whilst 35% of bus users use the bus 2-3 times a week. Most of the respondents using other modes of travel do so 2-3 times a week. Figure 7-5 represents the respondents' frequency of travel in each mode.

Figure 7-5 – Trip Frequency Vs Mode of Travel



7.4 BUS USER SUMMARY

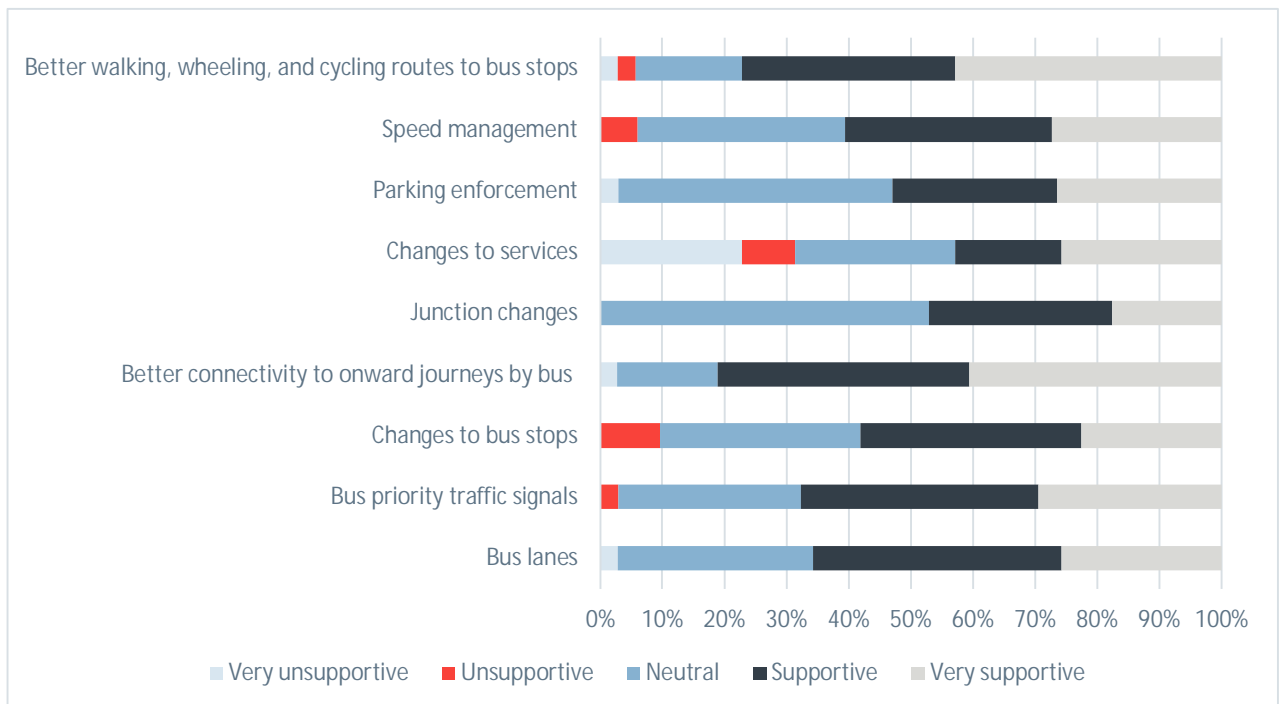
- 7.4.1. Most respondents on this corridor use services 7, 7A, 9, 9A, 95, 97, 99, X60 and X61. Services 7, 7A, 9, 9A, 95 and X60 are the most used services by respondents, as shown in Table 7-1.

Table 7-1 – Service Utilisation

Service	Service Utilisation
7, 7A	22%
9, 9A	11%
39	3%
64	3%
94	3%
95	14%
97	8%
99	6%
X60	22%
X61	8%

7.4.2. The majority of responses received are neutral or supportive towards the intervention types with significant support for sustainable travel options and better connectivity to onward journeys by bus. Whilst there are some unsupportive views on bus priority traffic signals and bus lanes, more than 50% of the responses were found to favour these intervention types along with speed management and parking management. However, over 30% of respondents were found to be either unsupportive or very unsupportive for changes to services. Notably, over 30% of respondents were found to be either unsupportive or very unsupportive of changes to services. Figure 7-6 shows the bus user views towards each intervention type.

Figure 7-6 – Bus User Views on Intervention Types



- 7.4.3. The problems faced by bus users can be categorised relating to reliability, connectivity, journey cost, journey time and safety. Respondents also highlighted that poorly maintained buses with long journey time are a safety concern for elderly people. Table 7-2 lists the bus user comments highlighting problems.

Table 7-2 – Bus User Comments Highlighting Problems

Comment Number	Bus User Comments Highlighting Problems	Category
1	<i>Punctuality issues with service X60. Timetable unrealistic.</i>	Reliability
2	<i>The timetables given are unrealistic at the best of times because of roadworks etc - it makes it difficult to get connections on time for hospital or social visits</i>	Reliability
3	<i>At present the bus service is unreliable, limited. Stagecoach especially is expensive, considering the lack of route options, times and bus routes offered. There is very little attractive or incentive for driver to use public transport rather than their cars.</i>	Reliability, Journey Cost, Connectivity
4	<i>Bus companies need to remember they are needed for people to get to essential destinations such as work and food shop. None wants to take more than 1 bus or one that takes 2 hours to get to the destination. People's needs should come before product</i>	Connectivity and Journey Time
5	<i>Bus journeys on the 95 would be more reliable if they used newer buses - the ones they have at the moment are rattling old boneshakers that seem to fall apart at least once a week!</i>	Safety
6	<i>I am elderly and taken bus all my life, For 40yrs living Aberdour, Bus to Dunfermline took long enough but far too long round Canmore housing estate, Made worse by putting on old double decker a month ago, Which actually knocked out a disc in my back, Have not taken that bus since then, For a while I took train to Inverkeithing(terrible connection) missed by mins, but getting on airport bus meant straight to Dunfermline but now stopped that, To tell you the truth after my very bad back just wait to get a lift from someone, Was on that bus one day and a poor lady was travelling from Queen Margaret to key having done the journey too, She had crutches and goodness knows how long that journey took her, Mine took 55 mins, I felt very sorry for her, Day it was old bus, Very hard seats, It is so unfair the plush buses go other routes and nos. 7 not fit for anyone to go any distance.</i>	Journey time and Safety

- 7.4.4. 32% of the bus users on this corridor highlighted their concern with recently proposed discontinuation and frequency changes of some services. Table 7-3 lists the comments highlighting problems due to proposed service changes.

Table 7-3 – Bus User Comments Highlighting Problems due to Proposed Service Changes

Comment Number	Bus User Comments Highlighting Problems due to Proposed Service Changes	Category
1	<i>Don't take the 7a off there are a lot of people use it and I use it as well as the 7</i>	Service Changes
2	<i>I work at the Victoria Hospital in Kirkcaldy. I use these buses daily to & from work. Patients use these for appointments & visitors. This service should not be cut it is so desperately needed as is most of the routes being cut. We are told to use public transport but how can we if it's not there. Nothing is perfect due to many factors such as road works etc.... Please reconsider if these routes are stopped it may cause people to be unemployed as they cannot get to & from work. People need this transport for many reasons.</i>	Service Changes
3	<i>Please stop the changes stagecoach are making. It is not suitable for a lot of people to now get to work or get connections. People having to leave Earlier or taking buses away from places that need them</i>	Service Changes
4	<i>The bus service is too limited especially during the weekend and evenings. A good bus service is an economic driver, and this has not been recognised by policy makers. The proposed reductions in service by Stagecoach are deplorable, they are putting profit before people and community. Stagecoach should be invited to depart Fife. The council should start its own bus service which is focused on meeting the needs of the local community and economy. The new station at Leven gives an opportunity to offer a truly integrated public transport offer which can drive the economy and offer wonderful opportunities for education, leisure and tourism. Finally, Stagecoach fares are far too expensive. I welcome free services for young people and our senior citizens but the financial burden on everyday fare payers is now too great. Remove the profit motive and reduce the fares.</i>	Service Changes
5	<i>When the changes to be made on 31st October come into force the buses, I can get currently have got from 3 an hour in either direction to none.</i>	Service Changes
6	<i>Wish you would consult passengers on how your changes will affect them, can they even get to work if you change times/routes etc.</i>	Service Changes
7	<i>Without buses people will be deprived of social interaction</i>	Service Changes

7.4.5. Bus user suggestions can be categorised relating to frequency, connectivity, financing, infrastructure, reliability, integration and journey cost. Table 7-4 lists the suggestions of respondents.

Table 7-4 – Bus User Suggestions

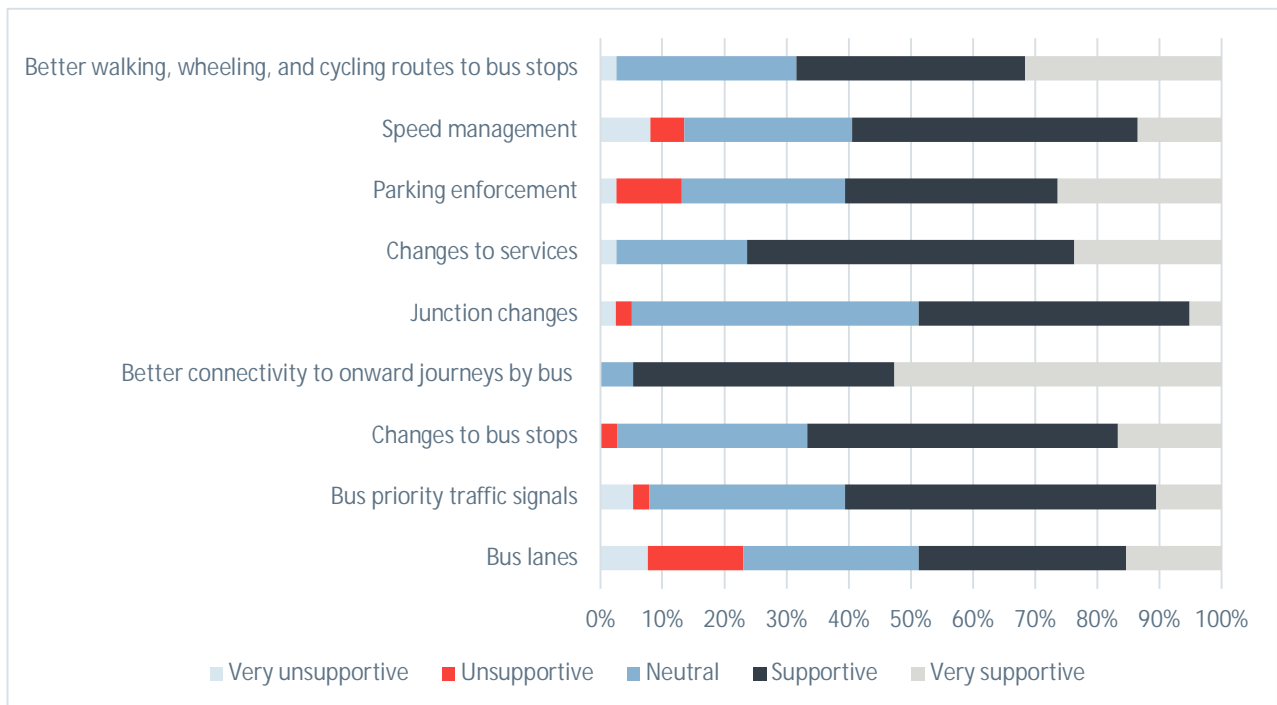
Comment Number	Bus User Suggestions	Category
1	<i>I think the most important improvement would be to have more frequent buses. That way, it wouldn't matter so much</i>	Frequency

Comment Number	Bus User Suggestions	Category
	<i>that they are often late, and people would see using this bus as a viable option</i>	
2	<i>Keep our x60 from retail park Kirkcaldy to Buck haven</i>	Connectivity
3	<i>Lower largo and Lundin links need to be included in the northeast fife day rider</i>	Journey Cost
4	<i>More financial support for buses is imperative to enable people to move away from car dependency and Scotland to achieve its Carbon Neutral goals</i>	Financing
5	<i>Newer/better maintained buses, particularly on long routes, would also be helpful</i>	Infrastructure
6	<i>Proper consultation should be taken on buses at various times and days so you can genuinely listen to people. This survey hasn't addressed the challenges I and many other commuters face</i>	Consultation
7	<i>The bus provision by Fife is appalling - stop subsidies to Stagecoach who have the monopoly and encourage other companies to take up routes</i>	Stagecoach
8	<i>Would like a better service around Diageo Leven. You once had a great bus service. You took off the Glasgow bus. We now walk to get bus to Kirkcaldy or further afield</i>	Reliability and Connectivity
9	<i>The bus service is too limited especially during the weekend and evenings. A good bus service is an economic driver, and this has not been recognised by policy makers. The proposed reductions in service by Stagecoach are deplorable, they are putting profit before people and community. Stagecoach should be invited to depart Fife. The council should start its own bus service which is focused on meeting the needs of the local community and economy. The new station at Leven gives an opportunity to offer a truly integrated public transport offer which can drive the economy and offer wonderful opportunities for education, leisure, and tourism. Finally, Stagecoach fares are far too expensive. I welcome free services for young people and our senior citizens but the financial burden on everyday fare payers is now too great. Remove the profit motive and reduce the fares.</i>	Integration and Journey Cost

7.5 NON-BUS USER SUMMARY

- 7.5.1. Non-bus users are mostly supportive towards all intervention types. There is significant support for bus priority traffic signals, better connectivity, speed management, changes in services and sustainable travel options. Notably, over 20% of respondents were found to be either unsupportive or very unsupportive of bus lanes, whilst over 10% were found to be either unsupportive or very unsupportive of parking enforcement. Figure 7-7 shows the non-bus user views for each intervention type.

Figure 7-7 – Non-Bus User Views on Intervention Types



7.5.2. Comments from non-bus users can be categorised relating to connectivity, frequency, reliability, journey time and service changes. The absence of a proper integrated system for ticketing and information needs is highlighted as being a problem along the corridor and potentially a barrier to bus travel, limiting any modal shift. Table 7-5 lists the comments of non-bus users, some of which suggest why they choose private modes of travel.

Table 7-5 – Non-Bus User Comments Highlighting Problems

Comment Number	Non-Bus User Comments Highlighting Problems	Category
1	<i>Current public transport provision does little to change the habits of drivers. Fife train services are overcrowded and unreliable. I can't even get a direct bus from Lundin Links to St. Andrews at night or a Sunday</i>	Connectivity
2	<i>Frequency of service is most important in the East Neuk, one bus an hour is just unacceptable. A fully integrated travel system covering timings, modes of travel and ticketing needs to be implemented. If not, any changes are a complete waste of time.</i>	Frequency and Integration
3	<i>Survey assumes you have a regular most frequent journey (e.g. to work) but does not make sense if just have a random variety of journeys. Bus frequency is most important, and ability to get direct routes which are currently not available (e.g. east Neuk villages to Cupar without having to go via St. Andrews would be good)</i>	Frequency and Connectivity
4	<i>Need more regular bus service between Kingsbarns and St Andrews. One an hour is not enough for anyone to leave</i>	Frequency

Comment Number	Non-Bus User Comments Highlighting Problems	Category
	<i>car and use bus! Many residents including my older children could be taking the bus, but they often just miss one and cannot wait a full hour (or more when it's late) in town for another one!</i>	
5	<i>I'm more concerned for my daughter getting from St Andrews to Dundee in time to get a connection to college. Works ok at present getting bus along road, I really hope these won't be affected with the changes.</i>	Service Changes
6	<i>Stagecoach are removing the only bus I could get to work on time for a 7am start so I can't use public transport to get to work as I work in Glenrothes, they are removing the bus after 530am from Leven to Glenrothes, the next bus available is 6.15M meaning I wouldn't get to work on time</i>	Service Changes
7	<i>Long journey time into Kirkcaldy from Buck haven is main reason I stopped using bus. Shorter journey skipping stops for at least some departure times would be great</i>	Journey time
8	<i>The number of buses that are cancelled every day makes travelling by bus unreliable. It would be helpful if cyclists actually used the cycle lanes.</i>	Reliability

7.5.3. Non-bus user suggestions can be categorised relating to connectivity, frequency, journey time, upgrades to the bus fleet and user focused infrastructure. Table 7-6 lists the suggestions of non-bus users.

Table 7-6 – Non-Bus User Suggestions

Comment Number	Non-Bus User Suggestions	Category
1	<i>Allow bikes on buses</i>	User Focused Infrastructure
2	<i>Buses & bus stops should have digital read out of stops.</i>	User Focused Infrastructure
3	<i>I would like to see better bus travel from the east of fife to airports.</i>	Connectivity
4	<i>There needs to be another option. With the new train stations opening I think a new and well branded Fife service for trains would be great. Buses are good but it takes too long to get from town to town. Going to Dunfermline at night is almost an impossible venture due to buses stopping way too early. There needs to be better services that are more frequent and run through the night. If the buses can't do that, I hope the trains can.</i>	Connectivity and Journey Time
5	<i>More direct busses from Leven to Dunfermline and Glasgow</i>	Journey Time
6	<i>Quicker, more reliable services with shorter routes. These longer routes e.g. x60 Edinburgh to St. Andrews are used as local buses but should be fast intercity links.</i>	Reliability and Journey time
7	<i>Make buses on a Sunday more frequent</i>	Frequency

Comment Number	Non-Bus User Suggestions	Category
8	<i>Need a lot more new buses</i>	Frequency
9	<i>Need Sunday bus services</i>	Frequency
10	<i>Priority should be full electrification of bus services.</i>	Upgrade to bus fleet
11	<i>Not enough buses in Fife have provision for people bringing on a cycle. Young people in St Andrews can't take their BMX bikes on the bus to go to skate parks in Fife.</i>	User Focused Infrastructure
12	<i>The rural roads in KY10 don't suit many of the suggestions. More cross-country bus routes and buses that can take bikes on board would be a better use of resources. See: https://95crailbus.eastne.uk/home/making-bus-journeys-better</i>	User Focused Infrastructure
13	<i>We live 1 mile from bus stop and no pavement. Would be great if bus could stop at top of track like by Pittormie Fruit Farm. No safe route to bus stop</i>	Safety

7.6 ST ANDREWS TO KIRKCALDY CORRIDOR SUMMARY

- 7.6.1. Responses across the corridor come from a range of different age groups with high levels of response from the adult working age group and the elderly whilst the survey data shows that the majority of bus users are female.
- 7.6.2. The majority of respondents reside in Leven and St Andrews.
- 7.6.3. The majority of the responses received are from bus users (50%) of which more than 50% use the bus on daily basis as their primary mode of commute. The second highest response rate is from commuters that use car as their primary mode of travel while response rate of commuters using other modes is low.
- 7.6.4. The most used bus services by respondents on the corridor are 7, 7A, 9, 9A, 95 and X60.
- 7.6.5. Bus user perspective towards intervention types is mostly supportive. Sustainable travel and better connectivity to onward journeys by bus were highly rated options whilst over 30% of respondents felt either unsupportive or very unsupportive of changes to services.
- 7.6.6. Non-bus users were found to be supportive of sustainable travel, changes to services and better connectivity to onward journeys by bus. Conversely, over 20% of respondents were found to be either unsupportive or very unsupportive of bus lanes.
- 7.6.7. Bus users and non-bus users agree on the problems of reliability, connectivity, and journey time. While non-bus users also consider frequency as a major factor.
- 7.6.8. Most respondents agree that the changes proposed in the services from October will largely curtail their ability to commute due to connectivity and frequency issue.
- 7.6.9. All the suggestions received focus on reliability, connectivity, frequency, journey time, upgrading buses and allowing bikes on buses.

8 CONCLUSIONS

8.1 SUMMARY OF RESULTS

- 8.1.1. The survey captures responses from all age groups though the majority of respondents are from working age group of 22-59 years. 27% of respondents are senior citizens.
- 8.1.2. The majority the respondents on the survey are female (68%).
- 8.1.3. 17% of the respondents identify themselves as having some form of disability.
- 8.1.4. The geographical spread of respondents is mostly within Fife area with a few exceptions such as Dundee, Forfar and Livingston.
- 8.1.5. There is general support from bus users for sustainable travel, better connectivity to onward journeys by bus and bus focused infrastructure such as bus priority traffic signals and bus lanes.
- 8.1.6. A significant proportion of bus users were found to be unsupportive of changes to bus services. This includes over 35% respondents along the Glenrothes to Leven corridor. This was a similar trend across other corridors including Cupar to Kirkcaldy (over 15%), Dunfermline to Ferrytoll (over 20%), Kincardine to Cowdenbeath (over 30%) and St Andrews to Kirkcaldy (over 30%).
- 8.1.7. Non-bus users consider speed management and parking enforcement as the most viable options.
- 8.1.8. Notably, over 20% of respondents on the St Andrew to Kirkcaldy corridor were found to be either unsupportive or very unsupportive of bus lanes. Similarly, over 20% of respondents on the Kincardine to Cowdenbeath corridor were found to be either unsupportive or very unsupportive of bus priority traffic signals. Whilst there were some unsupportive responses regarding bus lanes across the other corridors, the majority of respondents were evidently in support of these intervention types.
- 8.1.9. Overall comments and suggestions received from respondents highlight reliability, frequency, connectivity, journey time and journey cost as key issues relating to bus services. It is also evident that the recently proposed changes to bus services were not well received by respondents.

Appendix A

PHASE 2 CONSULTATION QUESTIONNAIRE



Making Bus Journeys Better in Fife – Phase 2

August 2022

What is your age?

- ☐ 15 and under
- ☐ 16 - 21
- ☐ 22 - 39
- ☐ 40 - 59
- ☐ 60 - 79
- ☐ 80 and over
- ☐ 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
- ☐ 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

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

Thinking about your most frequent journey, **what is your usual mode of transport?**

- ☐ Bus
 - ☐ Which service/number? _____
- ☐ Car/Van as driver
- ☐ Car/Van as passenger (including Taxis)
- ☐ Cycle
- ☐ Walk/wheelchair/mobility scooter
- ☐ Other

Why do you make this journey?

- ☐ For shopping, exercise, socialising, leisure
- ☐ To attend school, college, or university
- ☐ For work (including unpaid caring work)
- ☐ Other

How often do you make this journey?

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

*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



Funded by:



Making Bus Journeys Better in Fife – Phase 2

August 2022

How strongly do you agree with the following statements? Please circle.

More people should be encouraged to use the bus to reduce the number of car journeys in Fife.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

I support making local changes to roads and bus stops to improve bus journey times and help make them more reliable.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
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Thinking about making buses a more attractive option, how strongly do you agree with the following statements? Please circle.

Shorter bus journeys will make using the bus more attractive to more people.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

More reliable buses (i.e. turning up when they are expected) will make using the bus more attractive to more people.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
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Making onward journeys easier (by foot, cycle, bus, or train) will make using the bus more attractive to more people.

<i>Strongly disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly agree</i>
--------------------------	-----------------	----------------	--------------	-----------------------

How supportive are you of these options to make bus journeys better in Fife? Please tick.

	<i>Very unsupportive</i>	<i>Unsupportive</i>	<i>Neutral</i>	<i>Supportive</i>	<i>Very supportive</i>
Bus lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Priority traffic signals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better connectivity to onward journeys by bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Junction changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better walking, wheeling and cycling routes to bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments you would like to share?

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

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