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Judith M Hart
Town Clerk
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27th March 2016



Service X38

Dear Judith

Thank you for your letter regarding Service X38.

We reluctantly made the decision to reduce the timetable in January to address ongoing financial difficulties with the service. The financial performance of the route has been borderline for a number of years. The low consumer fuel price over the last 18 months or so has taken a toll with people switching to the car both reducing our income and increasing congestion which makes it more expensive for us to run reliably. We therefore needed to act to secure the ongoing viability of the service and our business. Service X38 was simply not carrying sufficient passengers to continue on the previous timetable. The only way of trying to secure the future of the route was to reduce the frequency of the service, identifying those journeys that carried the most people.

We have therefore retained the busiest journeys and in addition to that, Devon County Council have also supported two return Monday to Saturday journeys that would have been withdrawn, these are the 1140 from Exeter to Ivybridge, returning at 1317 and 1820 from Exeter to South Brent, returning at 1922. These provide additional journeys to and from Ashburton and Buckfastleigh and then connect with the Gold service for onward travel to Plymouth. Devon County Council also support the entire Sunday service. We also have taken the opportunity to upgrade the buses used on the Service to Gold specification, offering increased legroom, high backed leather seats and Wifi

We do not have any plans, currently, to reduce the service further

Yours sincerely

Graham Bailey
Commercial Manager