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SAVINGS
BY **BUS**



ANY BUS, ANY ROUTE

Bus Fares Pilot – Frequently Asked Questions - Updated on 29th September 2024

Scheme Start: 10 April 2022

Duration: 4 years

Cost: £23.5m funded by UK Government

What's going on in Cornwall?

In 2021 Cornwall was awarded £23.5million by UK Government to implement the country's first low fares Bus Fares Pilot (BFP).

Lots of research, surveys and data suggest that the cost of bus travel is one of the biggest reasons people don't travel more by bus. The Government wants to understand if this is really true, and so they gave Cornwall Council this funding to reduce bus fares and gather data to help answer some key questions including: Will dropping bus fares mean people travel more? Will it encourage new people to leave the car and travel on the bus? Will it encourage people to change their tickets?

The Government funding is being used to subsidise bus fares for passengers. Bus operators are being reimbursed the difference between the fare that the public pay and the fare that operators would have charged in the absence of the pilot (shadow fare).

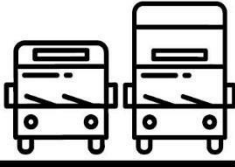
So how have fares changed in Cornwall?

The BFP was launched in April 2022 but in preparation for this we took a number of steps to make things easier for passengers. In January 2022 we made some big changes:

- We launched *Any Ticket, Any Bus* - bus companies in Cornwall started to accept each other's tickets enabling customers to jump on and off any bus no matter who it's operated by and use the same ticket. It applies to both return tickets and period passes (those valid for a day or longer).

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- The 'child' age range was aligned across the county's biggest operators to offer all under 19s child fares (proof of age may be required).

The Bus Fares Pilot launched on 10th April 2022 and brought the biggest changes:

- Bus fares became simpler to understand. We reduced the number of tickets and fares available to make them less confusing for passengers.
- Fares were slashed: most bus fares in Cornwall were significantly reduced. The average saving across the whole ticket range was 36%.
- In July 2022 we introduced Tap & Cap, a new way of paying for Adult Day and Weekly tickets with your contactless card or device – by tapping in and out of the bus using the electronic readers your fare will be capped at the Day or Weekly fare.
- A website that provides all the information you need to use the bus in Cornwall.

What about the Government's National £2 Fares Scheme?

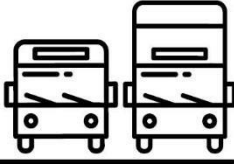
In January 2023 UK Government's Help for Households launched a national scheme to cap all single bus fares at £2. The fare cap was initially announced as a 3 month measure, but has been extended, further details can be found here: [£2 bus fare cap - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/2-bus-fare-cap-extended).

So, what is happening to the prices of bus tickets during the pilot?

As part of our commitment to delivering the Bus Fares Pilot scheme we must review fares on a regular basis and make adjustments using the evidence from patronage data that we collect on how people are travelling.

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There will be some increases to fares which will be going up in order to minimise the impact of our increased operating costs and the amount of funding remaining in the pilot budget.

Please refer to the fares table at <https://www.transportforcornwall.co.uk/> for up-to-date fare information.

Ok, great. How much will I have to pay?

It depends how often you use the bus and what kind of ticket you buy. If you use the bus multiple times a day or week within specific towns or across Cornwall, you might benefit from buying a Day or Weekly ticket instead of buying singles and returns.

If in doubt, ask on the bus or at the nearest bus station and staff will advise you of the best options.

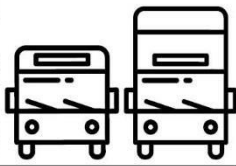
Which tickets offer the best value?

It really depends on the journeys you make and how often you make them. We hope that by offering these options, we can encourage residents, visitors and commuters to use the bus.

Throughout the pilot we will be looking at which tickets might need reviewing further to get the best value for users in Cornwall. We'll also be looking at developing the ticketing offer in the long term to make sure that fares are sustainable as we exit the pilot.

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How long will the savings be in place?

The products and prices offered are regularly reviewed alongside bus usage to ensure what we offer reflects the customer and bus operator needs in Cornwall. As we move further into the pilot the discount on offer might go down as we think about exiting the scheme, but when and by how much will depend on a number of factors.

We will keep passengers informed about the fares in advance of any changes.

What about Park and Ride fares?

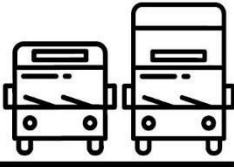
At present there are no plans to further discount the Park and Ride fares, as these already offer a heavy discount for bus travel and parking combined. It's only £2.40 for a day ticket and there are some good family and multi-day tickets available as well. More info can be found at: <https://www.cornwall.gov.uk/transport-parking-and-streets/public-transport/park-for-truro/>

I live in Cornwall but travel into Devon/Plymouth. Why don't I get a discount on my fares?

The Bus Fares Pilot scheme funding was provided to Cornwall Council to establish a fares pilot within Cornwall. This means that cross-border journeys are unable to be included.) As a national scheme, the £2 national fare cap scheme applies to services which operate over the border.

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Is there anything else happening?

Yes! You will start to see more of *Transport for Cornwall* – the partnership between Cornwall Council and our local transport operators – whether through advertising, news stories, updates online, etc. we're working closely together to make public transport easier to use and understand. Combined timetable information and marketing materials are branded as *Transport for Cornwall* so that you know where to be able to use your tickets and find information for the whole network.

www.transportforcornwall.co.uk

Anything else you need to know?

Please contact busfarespilot@cornwall.gov.uk

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