

Transit

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letters

Higher aspirations needed for bus service development

The lack of passenger focus in developing bus services is a common complaint by those of us urging better services.

For example, Bob Saxby is reported as saying (*Transit* August 24): "Much has been debated about the future of buses, but has anyone actually asked the most important people of all, passengers".

My complaint is stronger: given that public transport accounts for less than 10% of trips in Britain (and bus only two thirds of this), the most important people to ask about what is required of buses are those who don't use them.

Current levels of service by definition do not meet their standards or requirements, so we need to understand more about what would be necessary to tempt them away from other modes.

The potential market after all is huge, with 63% of all trips currently made by car. Perhaps the forthcoming Association of Transport Coordinating Officers conference could address this issue.

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