

## Cornwall Councillor Report November 2023

### Bus services

Last month I wrote to First Kernow regarding the capacity on local buses following some concerns raised by residents. The response I have received is below:

“Firstly, it is always regretful when we are unable to meet the individual needs of our customers, and this is something that we try to always limit where possible. In essence if we have no passengers, then we have no business. There is, however, a balance we must try and achieve, where we can provide a service that meets the needs of the wider public we are trying to serve and remain financially viable as a business. As First is a commercial bus provider we constantly monitor both passenger numbers and revenue to ensure we can meet those needs/demands stated above and adjust via the correct procedure where necessary to continue to those services.

I have investigated this and there are in fact 2 services that go through Probus and would get the students to college, these being the 27 and the 220 service. We take health and safety very seriously in this industry and our drivers are constantly monitoring how many customers are on our services at any given time. However, I can see that although these services are not over capacity, they are standing room only once they reach Probus. Whilst this does not breach any health and safety rules, it may not always be the most comfortable for our customers.

This has been highlighted to our scheduling team and they are actively working on a solution for this. The potential solution would be for another service to divert into Probus, this is what our scheduling team will be looking at.

I hope that this goes some way into alleviating your concerns and to know that we are producing solutions for this.”

I will, of course keep an eye on progress with this.

### Wildanet

The second Wildanet public engagement event seemed to go well, I popped in for an hour and saw a few residents who took the time to discuss their concerns with the Wildanet team.

Hopefully the concerns that residents had a few weeks ago have been addressed but I will keep in touch with the Wildanet senior team until the works in Probus are complete.

### 20mph

I met with some residents on Truck Hill on Sunday 22<sup>nd</sup> October regarding their concerns about the traffic calming measures and wrote to Adam Warden the following day to ask him to speak with them direct. He has now done this and has taken the proposals and

comments back to the Road Safety Team. I will update you once they let me know their findings.

Jubilee Lamp

I just wanted to formally record my grateful thanks to all involved in the repair of the lamp, and to Paul Salaman for the blessing. When I went to see the damage to the lamp early on the morning of the incident it was heart breaking to see it so damaged and I know how much work has gone into not just the repair, but the admin hours involved in insurance claims and sourcing quotes and information to facilitate the repair. So thank you to all involved, it is absolutely amazing to see it back in place.

Finally, just formally I announce the birth of mine and Neil's beautiful daughter, Penelope on 26<sup>th</sup> October 2023. She is a darling little soul and a true blessing.

I am still available though, so please do not hesitate to let me know if there is anything at all I can do to help.

Best wishes

Karen