

22nd July 2026**An open letter to bus providers across Shropshire and Telford & Wrekin**

Dear Transport Provider,

Beyond the Fare Cap: How Can Bus Services Better Support Employment?

Recent government announcements regarding the reintroduction of the £2 bus fare cap have once again highlighted the important role public transport plays in connecting people to employment, education and training opportunities.

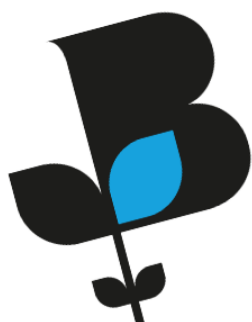
As the voice of business across Shropshire, we are keen to understand how local bus services can better support employers, employees and young people entering the workforce. While affordable fares are important, our members often tell us that service availability, frequency and reliability can be just as critical, particularly for those in rural areas.

We would be interested in your views on whether the £2 fare cap is likely to increase passenger numbers on routes serving key employment locations and whether there are opportunities to improve connections to major employment and training hubs across the county.

We are also keen to understand the barriers that continue to prevent people from using bus services to access work, education and training, and whether current services meet the needs of businesses operating outside traditional working hours, including early mornings, evenings and weekends.

In addition, we would value your perspective on those areas of Shropshire that remain less well served by public transport and the challenges involved in improving access to employment sites, apprenticeship providers and further education settings.

Finally, we would welcome your thoughts on the investment, partnerships or policy changes needed to improve service frequency, strengthen rural connectivity, and address concerns around reliability and punctuality.



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For many businesses, the ability of employees, apprentices and customers to travel easily and reliably is essential to growth.

We are therefore keen to explore how employers, operators and local partners can work together to ensure our county's transport network supports economic development, workforce mobility and access to opportunity.

We look forward to hearing your views and continuing the conversation.

Yours sincerely,



Ruth Ross
Chief Executive Officer

Cc Ellis Shelton, British Chambers of Commerce

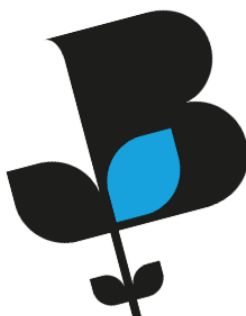
Julia Buckley MP

Shaun Davies MP

Helen Morgan MP

Stuart Anderson MP

Mark Pritchard MP



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