

Zig Zag bus service proposals consultation

Summary of written responses

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Cllr T Chivers	<ol style="list-style-type: none"> 1. drivers don't always punch tickets so passenger data will be under-recorded 2. Zig Zag is Broughton Gifford's only bus, so any reductions will cause major problem for residents without own transport 3. buses are not low floor and this causes major problem for less able residents 	<p>have based proposals on surveys rather than ticket machine data</p> <p>noted</p> <p>new contract will require low floor buses - but this will increase the cost</p>
Whitley resident (Margaret Blackburn)	1130 from Corsham gives too long a stay in town - uses bus regularly on Tuesdays but won't if she has to wait 1 1/2 hrs before returning from Corsham. Suggests leaves at 1100 instead.	Will investigate preferences of existing users
Whitley resident (Mrs Massingham)	travels regularly from Whitley to Chippenham to visit friend in nursing home - won't be able to travel in future	investigating whether community transport groups are able to provide a service to Chippenham on certain days of the week
Melksham Transport Group (Graham Ellis)	detailed alternative proposal submitted, based on suggestion that should seek to revise commercial services on Devizes - Melksham - Bath and Chippenham - Melksham - Trowbridge routes to provide a more integrated network, including diverting some Melksham - Bath services via Corsham and some Melksham - Trowbridge services via Holt to replace the Zig Zag with more regular services	Suggestion would require agreement of operators to amend their commercial services - this was pursued with the operators but agreement not forthcoming. However, operators will be able to submit alternative tenders for Zig Zag contract based on amending their commercial services
Local resident (Ruth Griffin)	many rural residents rely on public transport and deserve to get something for their Council Tax as they benefit from fewer 'standard' council services	Proposals are to withdraw journeys that are hardly used or for which alternatives are available, thus giving Council Tax payers better value for money
Melksham resident (Brenda Taylor)	no return buses from Bradford to Melksham in the afternoon. Often visits relations there and needs a return sometime in the afternoon.	Addressed in new timetable
Melksham Without Parish	Objects to proposals on following grounds;	

Council

1. no buses into Melksham from Corsham suitable for workers (no arrival in Melksham between 0720 and 1000; no return between 1443 and 1743).

New timetable offers an arrival in melksham at 0750 - there is no peak our journey from Corsham at all in the current timetable. Will investigate whether community transport group may be able to provide an additional journey using a vehicle already in the area

2. needs a bus from workers into Melksham from southern villages between proposed 0806 and 0928 arrivals. 0806 arrival does not serve Broughton Gifford.

not currently offered by existing timetable and no current evidence of need for this.

3. no return bus from Corsham after 1130 (for shopping etc.).

Addressed in new timetable.

4. afternoon service from Gastard, Atworth and Whitley into Melksham is poor.

Addressed in new timetable.

5. no evening service after 1805; needed by young people for evening events in town.

not currently offered by existing timetable and no current evidence of need for this.

6. useless for rail commuters; no service from Gastard, Atworth, Whitley, Shaw to a rail station before 1058; latest return from Trowbridge 1710 and from Bradford 1251.

Atworth, Whitley & Shaw have alternative bus services to Bath station

Suggested alternatives to cutting the service;

a. ensure drivers check bus passes to reduce free riding

a. noted

b. use minibus instead of large vehicle

b. contracts allow operator to use the smallest vehicle capable of dealing with the expected maximum loads; usually more cost effective to use the same bus for all journeys

c. advertise service better, including using local village websites

c. council does not have resources for extensive local publicity but would welcome assistance from local councils and community groups

d. run short term fares offers to encourage use by car users (e.g. free workers tickets, young people 2 for 1)

d. noted

Addressed in new timetable

Bradford resident (R Aylward)
Melksham Community Transport

accepts need to reduce costs but asks for 1340 Melksham - Trowbridge to run via Bradford (as now) to provide a later return prepared to consider alternative community transport proposals in Holt, B Gifford and Melksham areas. Have spare capacity on 28 seater from Holt, B Gifford, Atworth to Corsham which could perhaps also be utilised

Noted

Bradford resident (A Rolph)	<p>No specific comments about Zig Zag, but makes general suggestions about how to encourage more bus use;</p> <ol style="list-style-type: none"> 'minimum service' needs to be regular 2 hourly, with stability over a long period of time more information about fares, as lack of info is offputting to potential users; also promote sample fares on back of buses and at stops. better marketing, including promotion of particular services, and network as a whole, features in local community papers, adverts at bus stops, promotions with local businesses etc 	<p>Bus operators, particularly the larger national groups, are improving their marketing and promotional activities. Unfortunately the Council does not have the resources to carry out the sort of detailed local promotion suggested here, although we would be glad to support local communities who might wish to assist in promoting services in their area.</p>
Bradford resident (D Pursey)	<p>Uses Zig Zag twice a week from Bradford - Melksham for work, travelling out on 0930 and returning on 1330 or 1430 - not possible under proposals. Does not drive. Also occasional visit to dentist in Melksham (no NHS dentist in Bradford). Suggests alternative one bus timetable with 3 journeys in each direction Trowbridge - Bradford - Melksham - Corsham (dep Corsham 0720, 1030, 1315, returning from Trowbridge 0900, 1200, 1710, plus 1805 Melksham - Bradford)</p>	<p>Suggested alternative is feasible but unlikely to be popular with other passengers. New timetable includes 0911 Bradford - Melksham and 1400 Melksham - Bradford</p>
Corsham Community Area Network	<p>Effective public transport is a priority for the Corsham Community Area Plan. Network requires a complete review (rather than a service by service approach), working from 'ground up' to establish opportunities and requirements. Comments on Zig Zag proposals;</p> <ol style="list-style-type: none"> Zig Zag provides an important link from Corsham to Melksham, Bradford and Trowbridge albeit for many not used on a regular basis. Is therefore a pity is no afternoon or evening service. direct link with Bradford is important as rail station is a 'destination of choice' and towns are developing art & culture links - exploit this by targeting service to trains, music performances and events. note the loss of the Chippenham service and the intention to consult separately with Lacock Road estate - would be willing to help with this. 	<p>new timetable provides some improvement to afternoon service. Evening services not affordable in current financial circumstances</p> <p>new timetable provides some improvement to links between Corsham and Bradford, particularly on Saturdays. However, demand for travel does not justify basing the timetable around this.</p> <p>noted</p>

4. support an investigation of the Melksham Transport Group's proposal and of developing a solution that involves the commercial bus services in the area
5. service should be better publicised beyond regular users, including better info at stops, publicity for SMS and phone apps, and ultimately RTPI at stops.

MTG proposal was investigated but did not secure the active cooperation of the commercial operators that was required to progress further

the Council does not have the resources to carry out extensive local promotion, although we would be glad to support local communities who might wish to assist in promoting services in their area.

Travel Watch South West

- Agree with focussing resources on meeting identified demand on Trowbridge / Bradford - Melksham section of route. Comments on proposed timetable;
1. all journeys in both directions (south of Melksham) should serve Melksham Asda
 2. should be an earlier arrival in Bradford than 1046 (Mon - Sat).
 3. should be a return shopping facility from Bradford to Melksham (Asda and Waitrose / centre) on Mon - Fri; proposal only allows 29 mins shopping time.
 4. 1310 from Trowbridge (Saturdays) should terminate at Melksham so that can return sooner, giving an earlier (1413) arrival in Trowbridge.
 5. would not object to 1615 from Corsham (Saturdays) omitting Bradford.

Would require additional time (due to road layout) that is not available

Addressed in new timetable

Addressed in new timetable

conflicts with other requests for more journeys to serve Corsham

new timetable does this