

Zig Zag bus service proposals - summary of main points raised in bus user questionnaires

Issues identified	supporting evidence / additional comments	who comment made by	response
Trowbridge - Melksham section of route			
Specific journeys that are unable or more difficult to make			
	connections with bus to Bath (0926 is first bus on which can use OAP pass)	1 from Staverton, 1 from Staverton Marina	No different to present situation
Loss of 0920 arrival in Bradford	to Bradford for work on 0920 arr. (regular user)	1 from Holt	Addressed in new timetable
	to Bradford for work on 0920 arr., returning on 1415 (2 x week). Can't drive, roads unsafe to cycle so v	1 from Holt	Addressed in new timetable
	connection to Bath buses (times not specified)	2 from Holt	partly addressed in new timetable
	connection to train	5 from Holt	partly addressed in new timetable
	Holt - Bradford health centre (surgery does not normally make appointments at 1030-45; blood samples sent to lab at 1100; some with regular appointments; so want 0920 arr reinstated); want more flexibility in booking appointments with doctor or dentist including in afternoon	8 from Holt; 1 from B Gifford	Addressed in new timetable
Loss of 0930 departure from Bradford	0930 departure from Bradford needed for Bradford - Melksham shopping (3x week)	1 from Bradford	Addressed in new timetable
	0930 dep from Bradford - uses very often for visiting nursing home in Melksham and relatives in Atworth. If can't keep 0930, please extend 1111 to Corsham	1 from Bradford	Addressed in new timetable
	from Bradford to Corsham for shops and visiting, travels 1-2x week	1 from Bradford	Addressed in new timetable
No afternoon departures from Bradford	no returns from Bradford to Holt after 1251	1 from Holt	Addressed in new timetable
	no return from Bradford after 1251 makes connections back from Bath impossible	1 from Holt	Could travel via Trowbridge
	return bus from Bradford far too early (from visiting friends, <1/wk)	1 from Melksham	Addressed in new timetable
	returning from Bradford to Melksham very difficult (visiting)	1 from Melksham	Addressed in new timetable
	no return from Bradford to Melksham - uses 1416 or 1656 regularly after visiting / shopping	1 from Melksham	Addressed in new timetable
	difficult to get back from Bradford to Whitley	1 from Whitley	Addressed in new timetable
	not long enough in Bradford for lunch, library, appointment, shopping. Need afternoon return (more than 2 hours stay)	1 from Atworth	Addressed in new timetable
	Bradford is his main destination for shopping, medical, rail / bus connections; but only uses <1 / month as current service does not meet needs	1 from Holt	not enough detail to respond
	to and from Bradford for Thursday market	1 from Holt	Addressed in new timetable
Other buses from Trowbridge / into Melksham	uses 0942 from B Gifford to Melksham for shopping 3-4 x week	1 from B Gifford	Addressed in new timetable
	uses 1650 ex Trow, from B Gifford to return to Melksham; if uses later bus would miss last connection onto Town service (visiting, 2 x wk)	1 from Melksham	Will consider possibility of retiming town bus
	wants later bus than 1710 for workers return (uses 3x week but not clear if for work)	1 from Holt	Addressed in new timetable
	no bus to Staverton (from Trowbridge) at times for her work (currently travels on 1110 arr. In Staverton, 1725 return (1700 work finish) 5 days a week)	1 from Trowbridge	Timetable includes 1710 journey from Trowbridge
Other buses from Melksham / into Trowbridge	no bus for 0930 work start (in "town" - Trowbridge?). New buses too early or late, wants to arrive c 0900 (travels 5 days / week)	1 from Trowbridge	not enough detail to respond
	Into Trowbridge arriving c 1030, to meet with friends	1 from Holt	No different to current timetable (arrives 1057)
	long gap for those returning from Melksham 1340 - 1635 (but says proposed t/t meets her needs)	1 from B Gifford	slightly better in new timetable
	1635 return from Melksham too late (finishes work at 1545 so would prefer 1600 or 1620 departure (travels 5 days / week))	1 from Trowbridge	slightly better in new timetable

	likes to return from Melksham on 1705 Sats (shopping or visiting)	1 from B Gifford	1643 in new timetable

Comments about specific journeys that CAN still be made			
Bradford - Melksham	glad can still visit sister in a home in Melksham	1 from Bradford	noted
Station road diversion in Holt	welcome more request stops in Station Road - a long walk from Three lions with shopping for OAPs	3 from Holt	noted
Semington - B Gifford	glad can still visit husband with dementia in B Gifford	1 from Semington	noted
Melksham - B Gifford	glad can still visit husband in nursing home at B Gifford	1 from Melksham	noted
Staverton	bus is very important for Staverton (uses 2x week for shopping / medical)	1 from Staverton	noted

Melksham - Corsham section of route

Specific journeys that are unable or more difficult to make			
Later return buses from Corsham	need more journeys in afternoon (not specified when or from where)	2 from Atworth / Whitley	Extra journey added at 1335
	returning from Corsham very difficult (visiting)	1 from Melksham	Extra journey added at 1335
	to visit disabled mother and return in time to work (at home) - 1x week	1 from Holt	Extra journey added at 1335
	uses 1400 return from Corsham 2 x week to return (early?) from school (age <17)	1 from B Gifford	Extra journey added at 1335
	no return from Corsham after visiting friends (travels regularly on 1410 dep.)	1 from Melksham	Extra journey added at 1335
	no return from Corsham - visits wife in care home on Gastard Rd 2 x week	1 from Melksham	Extra journey added at 1335
	no return from Corsham - goes shopping and visting friends 2 x week, 1130 dep would not give enough time	1 from Shaw	Extra journey added at 1335
	1130 return from Corsham too early to get hair done and do shopping	1 from Atworth	Extra journey added at 1335
	visiting (infrequently) in Corsham - new times do not fit	1 from Purlpit	Extra journey added at 1335
	Corsham - B Gifford to visit husband in nursing home (2 x week). Ideally reinstate 1300 ex Corsham; 1130 is far too early for visiting	1 from Corsham	Extra journey added at 1335
	to Corsham and back from Whitley (2-4 x week for visting and shopping)	1 from Whitley	Extra journey added at 1335
	need afternoon buses back from Corsham	1 from Atworth	Extra journey added at 1335
	need afternoon bus back from Corsham (returns from Bath via bus connection at Corsham - shopping, medical, visiting)	1 from Gastard	Extra journey added at 1335
	works in Whitley, travels 5x week from B Gifford; unable to travel if no return buses in afternoon	1 from B Gifford	Extra journey added at 1335
Roundponds / Dunch Lane service	not enough buses via Roundponds / Dunch Lane - can no longer use service since reduced to only go round 1x day (plus others only on request). Used to go to Corsham, Chippenham, Trowbridge and now can't. Can only walk 200 yds so can't catch on main road	1 from Addison Rd	Still possible (as now) to travel out to Corsham, Trowbridge or Bradford and return on a 'request' bus. Is also an hourly town service into Melksham.
	wants 1224 bus to go via Dunch Lane	1 from Dunch Lane	Will investigate
Busees to / from Trowbridge	would like bus to work in Trowbridge arr 0900, returning just after 1500 (currently uses X34 to Beanacre and gets a lift from / to Shaw as no ZigZag)	1 from Shaw	OK in morning, not possible in afternoon
	Wants to travel Trowbridge - Corsham and back for work. Does not specify times; currently only uses 1xweek for medical appointments	1 from Trowbridge	not enough detail to respond
	to Trowbridge 3 x week from Whitley (for shopping and visiting)	1 from Whitley	Still possible
	to Trowbridge from Whitley to visit daughter - takes 2 hours with 3 changes of bus	1 from Whitley	Addressed in new timetable
	1235 Trowbridge - Corsham (possibly uses 2 x week)	1 from Box	Addressed in new timetable
	uses 1420 Shaw to Trowbridge on Fridays every week	1 from Shaw	Addressed in new timetable (but earlier)
Buses to / from Melksham	to / from Melksham in the afternoon from Purlpit (1 x week, for voluntary work)	1 from Purlpit	Can use service 272

	uses 1311 from Melksham to Corsham 2 x week to return from work (used to use 0900 Corsham - Melksham as well, now has to use 2 buses)	1 from Corsham	Addressed in new timetable
	no bus back from Melksham to Corsham at approx 1500-1600	1 from Corsham	Not possible to address within existing resources
	no bus to Melksham for womens swimming in afternoon (starts 1500) - no sensible times at Corsham Pool (travels < 1 x week)	1 from Corsham	Addressed in new timetable (1400 arrival)
	to Melksham and Bradford lunchtime / early afternoon (travels 1 x week for shopping, visiting, trains)	1 from Corsham	partially / possibly addressed in new timetable
Whitley Pear Tree stop	concerned that buses won't stop here on return from shopping at Asda - can't walk as far as Corsham Rd	1 from Whitley	Buses will stop there if running via Atworth
	bus needs to serve Pear Tree/ Top Lane / purlpit as is long walk from Corsham Rd for elderly	2 from Whitley	Buses will stop there if running via Atworth
	very concerned about lack of afternoon buses through Whitley	1 from Whitley	Extra journey from Corsham added at 1335. Can use regular 272 to/ from Melksham.
Comments about specific journeys that CAN still be made			
Roundponds	finds service via Roundponds very useful as has no car and finds walking difficult	1 from Roundponds	noted
to Trowbridge	goes to Trowbridge from Purlpit 1 x week; although regular buses to Melksham, many in Purlpit also like to go to Trowbridge (and Chippenham) for shops etc	1 from Purlpit	noted
from Corsham	will meet needs for travel to Trowbridge, Melksham, Atworth	1 from Corsham (will be moving there soon)	noted
	pleased that bus to Trowbridge not withdrawn	1 from Corsham	noted
	proposed timetable seems better (for occasional shopping trips)	1 from Corsham	noted
	much better for her as could use 1000 to Whitley and 1459 or 1759 home (current timetable has 'R' st	1 from Corsham	noted
	new bus from Corsham to Trowbridge arr 0820 should suit college students (but will afternoon returns?). Suggests should advertise in College prospectus as in past Corsham students did not consider Trowbridge due to lack of transport.	1 from Corsham	College will be advised

Corsham - Chippenham section of route

Specific journeys that are unable or more difficult to make			
Loss of service to Chippenham	for shops and visiting, travels 1-2x week from Bradford	1 from Bradford	investigating whether community transport groups can provide a service to Chippenham on ceratin days of the week
	uses 0942 from B Gifford Tuesdays and 1123 Mondays every week to go to college	1 from B Gifford	
	for coach to London and for shopping	1 from Holt	
	travels to Chippenham from Melksham 2xweek	1 from Melksham	
	disappointed by loss of Chippenham service - uses it sometimes from Shaw	1 from Shaw	
	to Chippenham 2 x week for shopping / market, hospital, dentist, chiropodist; also shopping / meeting friends at Whitehall Garden Centre	1 from Atworth	
	to Chippenham from Purlpit, for family visits, shopping, hospital. Many in Purlpit like to visit Chipp as well as Melksham for shops, doctor, hospital	1 from Purlpit	
	to Chippenham from Whitley for regular hospital visiting and shopping - prefers shops in Chipp	1 from Whitley	

	to Chippenham from Whitley for visiting friends (travels < 1 x month)	1 from Whitley	
	Zigzag provides only bus from Corsham to Chippenham Hospital	1 from Corsham	
	Corsham (Gastard Rd) to Chippenham for market, building society, meet friends - travels regularly Wed & Fri	1 from Corsham (Gastard Rd)	
	to Chippenham 1 x week for shopping (every week)	1 from Gastard	
Loss of service to Lacock Corsham Rd estate	no bus service from the estate at all (uses 3-4 x week for shopping, visiting, train connections)	1 from Lacock CR Estate	to investigate needs of other users in the estate and identify a means of providing a service at an affordable cost
Chippenham to Holt	travels 4-5 x week from Chippenham to visit husband at nursing home in Holt (lives in Moss Mead and uses 99 into Chippenham for 1240 Zigzag, return from Holt 1555 to Corsham and walks back from 231 on way home)	1 from Chippenham	other buses are available from Chippenham - Melksham, for connections to Holt

Comments about general issues

Don't want service cut any more; service already limited		5	
older people need the bus		1	
should be more frequent service	would meet needs and be better used; maybe use has reduced because now so few buses	4	
villagers who don't drive will be stranded, can't afford taxi		1	
services via Bradford being sacrificed to give a better service in Trowbridge town - not fair on rural residents		2	
need more buses to reduce congestion and car travel		2	
shops suffering because of poor bus services		1	
not convenient if some journeys only operate on certain days		1	
no shops in B Gifford		1	
is the only direct bus between Melksham and Corsham		1	
will limit my life and be dependent on lifts		1	
why change something that was going fine?		1	

Proposed timetable will maintain similar frequency of service on the parts of the route that are best used, and reduce those that are less well used while maintaining access to essential services. Revised proposals take account of the main issues raised in the consultation. Concerns about impact of overall reduction in service noted, but are difficult to address without maintaining levels of service that are not justified by use and are increasingly difficult to afford given the pressures on public spending.

drivers not always pleased when request an 'R' stop		1	
uses First from Whitley - Melksham as more reliable		1	
disabled and depends on buses		1	
uses service infrequently now but have just / will soon have to stop driving and will depend on it then		3	
uses all journeys, reduced service won't meet needs			1
buses dirty, late, no low floor			1
making people use cars		2	
roads too dangerous to cycle		2	
vital for villages and hamlets		1	

Alternative suggestions			
stop issuing bus passes to under 65s			bus operators are required by law to offer free travel to bus pass holders
omit Melksham town centre (other buses go there) and go straight to Trowbridge via Staverton so have more time in Trowbridge; or reinstate Tuesday service to Trowbridge from Atworth that omitted Melksham and went direct to Trowbridge	claims that use dropped considerably when longer route was introduced (says knows at least 5 in Atworth alone who would use again if took a less circuitous route to Trowbridge)	3 from Atworth	Not cost effective to provide a separate service to Trowbridge from the Atworth area
could there be a Corsham - Chippenham service on Wed & Fridays?	lives on road towards Gastard in Corsham and travels 2 x week	1 from Corsham	investigating whether community transport groups can provide a service to Chippenham on certain days of the week
reinstate the shoppers bus to Chippenham from Atworth		1 from Atworth	
would be more profitable if better advertised and marketed		1 from Corsham	noted. Unfortunately 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.