

Connect2 Wiltshire Mere Taxibuzz consultation

Summary of written responses

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Mere Parish Council	Understands that savings need to be made but trusts that Wiltshire Council will keep to the minimum necessary to avoid significant hardship	noted
Donhead St Mary Parish Council Travelwatch South West	Agrees with the proposals 1. Disappointed by loss of Saturday service from Horningsham / Maiden Bradley to Warminster. Could connections between services 53 and 80 be improved? (currently miss by 50 minutes in both directions). 2. Charge to bus pass holders should only be introduced if also applies to all other similar services operated under contract to Wiltshire Council.	noted 1. will consider when services 53 and 80 are next reviewed 2. the Mere service was introduced a few years ago as an addition to the existing local bus services, and provides a fully flexible demand responsive service for which it is considered to be appropriate to introduce a charge. Many of the other Connect2 Wiltshire services provide a service that is more similar to a local bus, and in some cases have replaced bus services that have been withdrawn. In these cases it is considered less appropriate to introduce a charge.
daughter of Mere resident	Service is a lifeline for her 93 yr old mother who lives in Mere. No taxi service in Mere so would not be able to travel into Mere without it. Service allows her to live independently and to maintain her physical and emotional health.	noted
Rosemary Goddard Centre for Older People, Mere (Lynch Close)	relieved that proposal includes commitment to retain transport to transport guests to/from Day Centre sessions at Lynch Close on Mondays and Fridays. No other way of transporting people - have investigated in the past, but proved impossible to recruit volunteers, too expensive to use taxis, and several users would find it difficult to travel in most types of car. Withdrawal of service would stop	noted. The final proposals still include a commitment to providing transport to / from the Day Centre.

people attending and threaten viability of the Centre.

Mere resident

Believes low use is due to inability to offer service; rather than reducing it, it should be better organised. Has repeatedly tried to book travel to connect with Salisbury bus at Hindon (to attend regular hospital appointments) but been told that service already committed on transport to Gillingham.

Complaint raised with operator of service, who says the requests were received very late in the day when the service had already been booked by other passengers. With only one vehicle there will inevitably be times when not everyone can be accommodated, but in practice this happens infrequently. Are very few requests to connect with buses at Hindon.