

APPENDIX 3

North West Wiltshire bus service proposals consultation

Summary of written responses

General points

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Sarah McGrory, Malmesbury Abbey Youth	Good public transport is essential in rural communities - examples; in Luckington, older people more isolated since previous hourly service was reduced, one lady rarely gets out of village as are fewer transport options; young people she works with also see transport as major issue - difficult to travel to work, no possibility of socialising as no evening buses.	Importance of good public transport is acknowledged but needs to be balanced against reduction in available funding. Proposals seek to maintain essential access, but unfortunately will reduce choice and convenience of travel options.
Mrs E Jones (uses services 35 and 92)	Services are a lifeline and are being whittled away, once gone will never be reinstated. Should ask people who might use it as well as users. Should look at number of users in relation to rural population and those without cars and elderly.	
Ian Henderson, Milbourne	Supports the proposals. Rarely uses bus as has a car. Believes that reductions needed in current financial climate so that council funds can go to more essential services like social care.	Noted.
J Sheppard, Minety	Buses aren't used because are too infrequent, not timed to meet peoples needs and journeys take too long as take circuitous routes. Cutting services won't attract more passengers.	Unfortunately in rural areas it is not affordable to provide direct, frequent services that will meet everybody's needs or attract significant numbers of car users. The proposals seek to provide cost effective services that will meet the most important travel needs of those who rely on them.
Peter McGill	Everyone opposes the proposed changes - want more buses not cutbacks. Further reductions will lead to more cars, and congested streets in old town centre; shows lack of coherent sustainable transport plan. Need a bus service from Malmesbury to Kemble - which is the nearest station.	
G Tamplin, Cricklade	Non-driver recently moved to Cricklade. Struck by lack of local awareness of bus services, even of 51/53 which is a good service - need for more promotion of what is available. Also lack of integration of services - need to see network as a whole (as in London) rather than as a collection of separate services; for example show how can connect from 50/52 onto 51/53.	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.
Jenny O'Donnell	Instead of cutting 'failing' services should promote a 'cool' image for bus services and provide services that people would use (more direct, frequent, with reliable connections). Follow example of 'Travel Guide Tokyo' to promote availability of services for visitors as well as residents.	

Our Community Matters (Sarah Blezard)	Buses are too large for numbers carried, damage roads and spew exhaust fumes. Should use fleet of smaller low carbon minibuses and a smaller fleet of equipped vehicles for disabled users.	Size of buses that are specified in the operating contracts are determined by the load on the busiest journey - usually the morning school journey. Integrating services with statutory school transport requirements makes it affordable to run more services during the daytime. It is not usually economic to run a different, smaller vehicle during the daytime.
Our Community Matters (Jacqueline Tong)	Efficient and reliable bus service is vital for all communities. Perhaps smaller buses appropriate in some areas. Should be a direct link to the improved train service from Kemble to London, with evening bus connections to Malmesbury.	See responses above about affordability of improved services, and size of buses. There is already a Wiltshire Day Rover ticket allowing a day's travel on all Wiltshire bus services.
Our Community Matters (Mike Elam)	With many new houses and a supermarket coming to Malmesbury should be increasing not cutting public transport. Suggests study of demand for a daily (commuters) bus to Bath and Bristol to reduce car use.	
Our Community Matters (Alison)	Agrees should look at demand for commuting (eg for Kemble rail station) and plan services to match. Also a Day Rover ticket for Wiltshire would be good.	

Service 30 - Malmesbury town bus

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Orchard Court (petition with 40 signatures)	Request at least 2 buses in afternoon (for afternoon appointments), plus ability to make return journeys from healthcare centre and Waitrose (as currently proposed would have to go round complete loop). Over 50% of residents do not have own transport, and walking is difficult (especially for elderly / mobility impaired) - lists reasons for this, including busy roads, difficult pavements, long way to pedestrian crossing. Two thirds of signatories say would not be able to walk easily to the health centre.	Revised proposals include improved service to Orchard Court which addresses the issues raised.
Malmesbury Without Parish Council	Request that first bus on service 30 calls at Orchard Court to allow earlier arrival in Malmesbury for residents.	
Malmesbury & St Paul Without Residents Association	Same response as Malmesbury Without Parish Council.	
Travelwatch South West	Request for service 30A journey at 1230 instead of 1330 (by making drivers break as late as possible).	Not possible at present time but will investigate for later introduction.
Ian Henderson, Milbourne	Thinks extension of town service to Milbourne will provide useful link for elderly to the Health Centre.	Under revised proposals town service will not run to Milbourne or Lea, but service 31 will run via Milbourne on alternate journeys. Will be possible to continue on service 31 past town centre to Cowbridge Road (for Health Centre) and vice versa.
Lea and Cleverton Parish Council (second response)	More detailed proposal for service 31 to meet needs of Lea residents; 0735 / 1000 / 1300 / 1500 / 1700 ex Malmesbury and 0855 / 1055 / 1455 / 1755 / 1855 ex Swindon should serve Lea and Milbourne but omit Wootton Bassett entirely. Service 30 should also run via Milbourne and Lea (loop) at other times - this would provide service to Malmesbury and to connections to other towns, and also a link to the Medical Centre.	

Our Community Matters (Julian)	Public would like to see smaller buses used. He is over 70 and would prefer a dial-a -bus service.	A 27 seater bus (smaller than now) will be used.
Our Community Matters (Nicola)	Opposes withdrawal of service to Cowbridge Crescent - relied on by non-drivers and especially elderly for shopping and surgery visits. Consider smaller minibuses or reduced frequency instead of withdrawal.	Revised proposals reinstate service to Cowbridge Crescent.

Service 31 - Malmesbury to Swindon

from	summary of main points raised	officer response
Lea and Cleverton Parish Council	Oppose the proposed changes. Would have dramatic impact on residents lives - only way of getting to Malmesbury and Swindon for shopping, Malmesbury health centre, Swindon hospital, train and coach links, work or college. Will threaten balance of community by preventing old and young staying in the village. Increased need for public transport due to rising elderly population and increase in staying on age in education. Proposed alternative of diverting 93 unacceptable; does not provide necessary links to Swindon as is no direct service and to change bus in Malmesbury adds time and cost. No suitable connections for work journeys to Swindon or back (earliest arr 0946, latest dep 1655). Proposed alternative; retain Lea diversion but remove from Little Someford (rarely used) and W Bassett (has its own frequent services and few travel to WB from the 31 route).	Revised proposal includes diversion of alternate journeys to serve Lea and Milbourne (similar to suggestion put forward by both parish councils). Journeys which run into Malmesbury via Lea will continue to Swindon via Cowbridge (and vice versa), so in the hours when there is no direct bus, passengers will be able to travel to and from Swindon via Malmesbury. They will also be able to board / alight at the stops on Cowbridge Rd to travel to / from the Health Centre.
Lea and Cleverton Parish Council (second response)	More detailed proposal to meet needs of Lea residents; 0735 / 1000 / 1300 / 1500 / 1700 ex Malmesbury and 0855 / 1055 / 1455 / 1755 / 1855 ex Swindon should serve Lea and Milbourne but omit Wootton Bassett entirely. Service 30 should also run via Milbourne and Lea (loop) at other times - this would provide service to Malmesbury and to connections to other towns, and also a link to the Medical Centre.	
Mr & Mrs Poole, Lea	Object to proposals. Lea needs service to Swindon - nearest large centre and rail station; too far to walk from top of village, where are increasing number of retired people, to main road (1 mile). Are also some Malmesbury residents who come to Lea for village activities. Number of passengers to Lea is grossly underestimated - does not take return ticket and passholders into account. Suggested alternatives; 1. reduce size of buses on 31 and 92 2. eliminate diversion of 31 into L Somerford (in his experience hardly ever used) and Wootton Bassett estates (could cover by diverting 52, 54, 55) 3. divert some journeys by Lea (but reduced frequency would reduce use) 4. eliminate 31 and 93 diversions via Lea and replace with extension of town service, ensuring good connections with 31/92/93.	

Malmesbury Without Parish Council	Strong concerns about inadequacy of proposed service to Milbourne - no bus to Malmesbury before 0918; long wait (>30 min) for connections to Swindon, Chippenham, Cirencester; excessive wait at PCC for bus back to Milbourne; cant make morning appointments in Swindon or Chippenham; loss of late evening service to Milbourne; 3 separate connections required to get from Milbourne to GW hospital. Suggested alternative - divert alternate journeys via Lea and Milbourne with others via Cowbridge. (suggested that 0730 / 1000 / 1200 / 1400 / 1600 ex Malmesbury and 1000 / 1200 / 1400 / 1600 ex Swindon run via Lea and Milbourne, and others via Cowbridge).	
Malmesbury & St Paul Without Residents Association	Same response as Malmesbury Without Parish Council.	
N Kirkham, Milbourne	Several older residents will be seriously inconvenienced by loss of direct Milbourne - Swindon service, particularly as new town bus times from / to Milbourne do not connect well with service 31. Suggests would be more equitable (if not possible to reinstate route via Milbourne) to run alternate journeys via Milbourne / Lea and Cowbridge. Or if this not possible, requests an extra service 31 bus stop on Crudwell Road (near water tower) for use by Milbourne residents - would also allow access to 0920 service 93 to Cirencester.	See above for service to Swindon. Suggestion for a new bus stop on Crudwell Road has been investigated but unable to identify a suitable location.
Mr M Bristow, Lea	Uses bus 3-4 times a week to / from work in Swindon (0740 dep Lea, 1655 return). Withdrawal of diversion into Lea would mean a mile walk each way along unlit road with no footpath.	
Mrs M Humpherson, Milbourne	Does not drive and relies on bus to get to work as a teaching assistant in Swindon - currently uses 0735 / 1555 buses. Proposal would mean longer journey (changing in Malmesbury) and higher fare. Six times a year also has after school training and would miss last connection back to Milbourne - too far to walk as recovering from fall.	Not possible to divert the 0740 bus without significant extra cost; 1700 return journey will now run via Lea and Milbourne.
Jill Stephens, Malmesbury	Buses are important even if not well used -please keep them running. Also uses to connect with trains at Swindon.	Noted.
Tamsyn Luggar, Lea	Uses bus approx once a month to Malmesbury for shopping. Proposed timetable (service 93) not regular enough to meet needs so would have to use car. Concerned how children who use service will get to school.	Revised proposal includes diversion of alternate journeys on service 31 to serve Lea and Milbourne.
M O'Connell, Milbourne	Wants buses for travel into Malmesbury, and for train connections (Chippenham, Swindon or Kemble) - but if don't run at right times, would use car instead. Would use bus more if service improved. Proposals will reduce service into Malmesbury and make train connections impractical. Suggestions; 1. is a bus pass holder, but would be prepared to pay a fare for an improved service; 2. use 9 seaters as would give more flexibility of routing and cost less to buy (although need more drivers); 3. consider postbuses as in Scotland.	Revised proposal includes diversion of alternate journeys on service 31 to serve Milbourne, but town service would no longer do so. Not permitted by law to charge a fare to bus pass holders; 9 seater buses would not be large enough to carry number of passengers travelling at peak times, and cost of additional drivers would be prohibitive; postbuses would provide a very limited service.

Mrs G Holdsworth, Brinkworth	Suggests 1755 and 1850 ex Swindon should pick up along the route (not set down on request only) - could be used by workers from businesses along route, and young people from villages going into Malmesbury for social / recreation visits. In longer term would like evening service up to 2100.	Revised proposals have later buses picking up along the route. Unfortunately it is not affordable to provide additional journeys in the evening.
Brinkworth Parish Council	No objection to proposals.	Noted.
Lis Darnley - Hughes, Wootton Bassett	Uses 31 from WB (Fire Station) to travel to Swindon for train connections to London, Bath and airports. Requests evening returns from Swindon as would like to use bus rather than car when stays later. Service 55 stop is too far from home.	Unfortunately it is not affordable to provide additional journeys in the evening.
Travelwatch South West	Request for 1655, 1755 and 1855 ex Swindon to run (at least) 10 minutes later - users find the xx55 departure times unhelpful.	Not possible due to need to connect with other buses in Malmesbury.
Ian Henderson, Milbourne	agrees with direct route via Cowbridge as may increase passenger use, and allow 'on the hour' connections at Malmesbury to be maintained	Revised proposals reinstate diversions to Lea and Milbourne in response to significant concerns raised; however, by doing this on alternate journeys is possible to maintain connections at Malmesbury.
Our Community Matters (S King, Malmesbury)	Uses bus every week for visiting and shopping, and daughter now goes to Swindon college. Transport difficult as service is only hourly and cant fit things in before children home from school. Daughter can't attend late events as no evening service.	Unfortunately it is not affordable to provide a more frequent service or additional journeys in the evenings and on Sundays.
Our Community Matters (Vanessa, Lea)	Used by many children from Lea to Malmesbury school, also by children to access towns. Her daughter uses it daily to school and to work on Saturdays. Service should be increased not reduced, including adding Sunday service.	

Service 35 - Castle Combe - Chippenham

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
<i>no written responses received</i>		

Service 36 - Castle Combe - Colerne - Corsham/Chippenham

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Travelwatch South West	Consider should provide a Friday only service to Chippenham from Colerne, Ford and Biddestone.	Revised proposals are for a Friday only service.
The Corsham School	1. pupils from Colerne not able to attend extra curricular activities due to lack of later buses home - suggests run an additional bus Corsham - Colerne at approx 1630 on a couple of days a week. 2. concern that new campus in Corsham will be inaccessible to Colerne residents (including youngsters) who dont have a car.	Unfortunately it is not affordable to provide additional journeys. The demand for transport between Colerne and the new campus would not justify provision of a bus, but may be more suited to local car sharing arrangements.

Service 41 - Malmesbury to Yate

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Miss J Acland	Regrets 'proposed withdrawal' of service; is a non-driver and uses it to go for country walks.	Noted.

Luckington & Alderton Parish Council	One person uses early morning bus to Yate -will have to find alternative transport. Otherwise have had no feedback, so consider proposals justified and uncontentious.	Recent surveys suggest no regular users from Wiltshire to Yate on that journey.
Sherston Parish Council	1. concern about impact of loss of morning journey to Yate and Chipping Sodbury on those who use to travel to work - Luckington PC aware of one married couple who both use it for work. 2. North End Gardens - parish council would like a system put back in place to provide transport for this part of village.	1. recent surveys suggest no regular users from Wiltshire to Yate on that journey. 2. 0934 to Malmesbury will run via North End Gardens as a timetabled diversion; 1200 and 1400 returns will run there on request to the driver.
Travelwatch South West	Considerable concern about loss of early journey to Yate, which is used by schoolchildren. TWSW will be making representations to S Glos Council to provide a replacement.	South Gloucestershire Council are making alternative arrangements for schoolchildren.
Our Community Matters (Fred Stimpfig)	No alternative transport for journey to work in Yate if bus is taken off?	Recent surveys suggest no regular users from Wiltshire to Yate on that journey.

Service 44A - Chippenham town

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Travelwatch South West	Consider that should provide 2 journeys on Saturday mornings to provide shopping facility for existing users with no other service.	The revised proposals provide 4 return journeys on Saturdays, by diverting service 35.
Mrs J Debley	Uses Saturday service regularly, and requests at least a 'skeleton service' is maintained - suggests buses around 0900-0930; 1200-1230; 1500-1530; 1730. She can't drive and has no other transport ; works during week and already unable to shop in town on weekdays since evening service withdrawn. Not surprised that service poorly used as is very unreliable - gives several instances of failure to operate.	

Service 50/52 - Ashton Keynes area

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Mrs Westmacott, Upper Minety	Service is a lifeline to Minety residents for access to shops (no food shop in Minety), doctors, other medical facilities.	Noted. Proposals retain a daily shopping service from Minety to both Swindon and Cirencester.
Mrs Anne Curtis, Upper Minety	Would be lost without bus to Swindon - used to go most days until accident. does not have a car (also uses 93 to Malmesbury).	
Tina Staynings, Leigh (Malmesbury Road)	Objects to withdrawal of school bus to Kingshill - used by her 2 children. Would also deprive Leigh of a journey to work service. School journeys are the busiest so why withdraw them? Afternoon school journey should run earlier - current 1550 dep is 40 min after school ends, so some parents collect by car instead. Unfair that get transport provided to Bradon Forest School when most parents choose Cirencester. Suggests should include Leigh on am and pm school journeys and if necessary instead reduce service in middle of day which is less well used. Could also increase fares slightly. Comment - will 1510 ex Kingshill wait for children as school finish time is 1510?	Revised proposal reinstates the morning bus from Leigh to

Sarah Wilkins, Leigh (Malmesbury Road)	Objects to withdrawal of school bus to Kingshill - used by her 2 children. Bus is now very busy - standing after A Keynes - so how can it be withdrawn? Used to get spare seat places, then withdrawn so parents bus organised but fell through and now have to use 50 instead. Difficult for working parents to take children to school, would increase cars on road, buses give children independence.	Cirencester and Kingshill School, and in the afternoon provides a return journey from Kingshill to Leigh for students only. Reducing the less well used journeys in the middle of the day and retaining the existing school transport arrangements (as suggested) would not achieve a financial saving, as the cost of operating the service depends much more on the number of buses and drivers needed during the 'peak' school period than it does on the overall mileage operated. The daytime journeys are also seen as a lifeline by those who use them, most of whom have no alternative transport.
Kathryn Covey, Leigh (Hillside)	Need to retain 0747 / 1555 Leigh - Cirencester - used by 14 people a day for school / college / work. Not everyone would be able to get a lift to catch bus at Ashton Keynes. Proposed 1640 return is too late as would involve over 1 hour wait after school.	
Vicki Whelan ,Leigh (Malmesbury Rd)	Relies on bus from Foresters Arms to get her 4 children to and from Kingshill school / college - her and husband both work and could not take them in. Other families also rely on bus.	
Tracy Watkins, Leigh (Malmesbury Rd)	Relies on bus for 12 yr old daughter; no other transport as single parent. Suggests cut midday buses instead as are much less used.	
St Sampsons school	They send several children each year to Kingshill; need the bus to get there.	
Leigh Parish Council	Proposals will leave some residents with no transport to school for their children. Should consider withdrawing less well used midday journeys instead of the busy school runs.	
Janet Belcher, Minety	Uses <weekly for shops, leisure, bus or rail connections. Would use more often (instead of driving) if service improved - suggests 2 hourly service 0800 - 1830 so could use to attend activities in Cricklade and Cirencester. Comments on proposals - would like a bus to Cirencester arriving by 0900 (either on 93 or 50/52) - would use at least 2 x week; 'request' journeys should be pick up as well so can travel from the villages.	Unfortunately it is not affordable to provide a more frequent service.
Travelwatch South West	Request confirmation that will still serve Waitrose (Sheep St, Cirencester) as not shown on timetable.	Yes, will still serve Sheep St as now.

Service 60 Castle Combe - Bradenstoke - Swindon

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Travelwatch South West	Strongly support continued operation on Fridays (if not, should definitely not be on the day before or day after service 61 operates).	Will continue to operate on Fridays.

Service 75 - Norton etc - Chippenham

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Rev R Maslen	Weekly shopping buses should not be curtailed, as they are part of self help lifeline that is essential for maintaining independence - they serve a social as well as a shopping function.	A weekly shopping bus will be provided from those places where there are regular passengers on the existing service.

Service 76 - Crudwell / Hullavington etc to Bath

from	summary of main points raised	officer response
Coachstyle	Suggested re-routeing of service 76 - see email of 13/8.	A weekly shopping bus will be provided from those places where there are regular passengers on the existing service, combining services 76 and 76A into a single route.
Rev R Maslen	weekly shopping buses should not be curtailed, as they are part of self help lifeline that is essential for maintaining independence - they serve a social as well as a shopping function	
Travelwatch South West	Consider should provide a Wednesday service to Bath from Malmesbury, Corston, Hullavington, rest of the current 76A route and Marshfield, in conjunction with B&NES and S Gloucestershire Councils.	

Service 91 - Dauntsey Vale service

from	summary of main points raised	officer response
Eileen Snape, Gt Somerford	91 year old widow, relies completely on bus for travel to Chippenham and Malmesbury - travels most days. Needs to get to Malmesbury as well as Chippenham for doctor, dentist, chemist, bank. Several people in village in the same situation.	Revised proposal includes a daily service of one bus in each direction to Malmesbury from Dauntsey, Gt Somerford, Seagry, Startley and Rodbourne.
Maritsa Rippon, Gt Somerford	Needs to get to Malmesbury for doctor, dentist, bank etc. , as do other older residents. Not everyone has a car.	
Seagry Parish Council	No service to Malmesbury - even if not used by many, for those that do it is very important. Should consider the needs of the few as well as the many. Welcomes direct service to Chippenham instead of having to change from 91B at Sutton Benger.	
Sean Dougall	Objects to withdrawal of connections at Little Somerford - needed by those (including him) who rely on these to get to work in Malmesbury, Wootton Bassett and Swindon, and students to Swindon college.	Revised proposal includes connecting journeys to Swindon and Wootton Bassett at 0907/0918 and 1114/1123, and from Swindon at 1437/1438 and 1837/1841. Also includes a Friday shoppers bus direct to Swindon (from Sutton Benger, Upper Seagry, Startley, Gt Somerford and Dauntsey) by diverting service 60.
MJ Austen, Gt Somerford	Gt Somerford looks to Malmesbury instead of Chippenham and has many elderly residents who have no other transport or prefer to use bus. Healthcare services focussed on Malmesbury - surgery appointments usually made between 0830 - 1100 so that blood tests can be sent to Bath. Also for shopping and some do voluntary work in Malmesbury. Patients also referred to GWH so need bus connections to Swindon (need at least 10 min connection time - unreliability of connections may be why are not better used). She also shops in W Bassett. Suggestion - make it a Malmesbury based service rather than a Chippenham based route (follow current route but from Gt Somerford run via West St to Startley, Rodbourne Malmesbury, with connections at Malmesbury onto other bus routes.)	

E Austen, Gt Somerford	Need service to Malmesbury and connections to Swindon and Wootton Bassett. Suggestions - 1. retain through service on current route but reduce to 2 hourly, with connections at L Somerford to Swindon and RWB and with 91B replaced by community bus; OR 2. run 91 from Gt Somerford to Malmesbury via Startley and Rodbourne, arriving in Malmesbury 10 mins before 31 leaves to give connections to Swindon.	See responses above for revised proposals for services to Malmesbury and Wootton Bassett / Swindon.
Great Somerford Parish Council	Large representation at PC meeting, all concerned by proposed changes - he has agreed to work with a representative from the group to try and secure changes to proposals that will save money without cutting village off from its local town. Requested opportunity to meet and discuss options (meeting held at which needs of villagers for services to Malmesbury and Swindon / Wootton Bassett were discussed, and possible cost effective options to meet these needs).	
Mr & Mrs Hopkins, Gt Somerford	Have a car but value service to Malmesbury - used by elderly for medical centre appointments, also for shopping. Malmesbury is nearest town. Connections to Swindon also invaluable.	
Mr & Mrs Bishop, Dauntsey	Both use bus regularly - husband on most days. No shop or PO in village. 1. Travel to W Bassett for food shopping, also to Swindon. Proposed connections are poor - no early connection outbound (current 0904 is ideal as older people get up early!) and are no suitable return connections. 2. no service to Malmesbury, where many go for doctor and NHS dentist. Doctors will not take appointments before 0830 on same day, and then need to coordinate with bus times.	
Mrs S Meissner, Gt Somerford	Need buses to Malmesbury for doctor, pharmacy, dentist, optician, shopping, work (inc workers in charity shops) -proposed connections would not work . Impact on trade in town, congestion, independence for increasing elderly population. Needs to go to Swindon for hospital appointments on a regular basis. Bus might be used more if more reliable. Suggested alternatives; 1. smaller newer buses 2. ensure adequate times for connections 3. reduce frequency to 2 hourly 4. charge half fare to bus pass holders. (used to travel 1-2 x week but now has to use car mainly as husband has dementia).	See responses above for revised proposals for services to Malmesbury and Wootton Bassett / Swindon. Size of buses that are specified in the operating contract is determined by the load on the school journey. Integrating services with statutory school transport requirements makes it affordable to run more services during the daytime. It is not usually economic to run a different, smaller vehicle during the daytime. It is illegal to charge a fare to bus pass holders.
Dauntsey Parish Council	Stress importance of retaining a local public bus service. Parishioners need to be reminded to "use it or lose it" so that will not be further reduced or withdrawn.	noted
Christian Malford Parish Council and Dauntsey Vale Link scheme	Link schemes are not intended to plug gaps in transport system, which should be funded by local authority. Service 91 is worst affected by proposals - current service barely adequate, and proposals would reduce travel opportunities and make life difficult for those without own transport. Suggest should use smaller vehicles to reduce cost instead.	Noted. Size of buses that are specified in the operating contract is determined by the load on the school journey. Integrating services with statutory school transport requirements makes it affordable to run more services during the daytime. It is not usually economic to run a different, smaller vehicle during the daytime
Little Somerford WI (members drawn from Great and Little S.)	Many of members do not drive and rely on bus; this is likely to increase. Most attend health centre in Malmesbury and shop there - impossible under proposals. Access from Little Somerford to train connections in Chippenham will be curtailed - residents living west of crossroads will be unable to use 91.	See responses above for revised proposals for services to Malmesbury and Wootton Bassett / Swindon from Great Somerford (Little Somerford residents can use service 31 from the village).

Travelwatch South West	Request that; 1) 1515 ex Sheldon School should start from Chippenham Bus Station; 2) 1640 and 1755 ex Chippenham Bus Station should revert to existing times (1630 and 1740).	1. not possible as all capacity is required by school students. 2. incorporated into revised timetable
Roger Lee, Rodbourne	No service proposed to Rodbourne - suggests divert service 92 along Rodbourne Road; would only take a few minutes and would provide links to Chippenham, Malmesbury and health Centre.	See above for revised proposal for service to Malmesbury. Diverting service 92 via Rodbourne would make it less Attractive to other passengers and is not justified by number of potential users.

Service 92 - Malmesbury to Chippenham

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Mr O Cole, Malmesbury	Used to use bus to Chippenham to commute to Bath (but now works at home). Proposed 0747 (approx) arrival at Chippenham Rail Station will miss 0744 train to Bath meaning an unattractive wait for next one. Suggests retiming bus to run 4 minutes earlier to attract more users.	Unfortunately not possible to run earlier due to other commitments including providing transport for college students
Malmesbury Without Parish Council	Request first journey to Chippenham runs a few minutes earlier to connect with train to Bath for 0830 work start.	
Malmesbury & St Paul Without Residents Association	Same response as Malmesbury Without Parish Council.	
Jill Stephens, Malmesbury	Buses are important even if not well used -please keep them running. Also uses to connect with trains at Chippenham.	Noted.
Z Madylus, Stanton St Quintin	Objects to reduced service to SSQ - uses when catches train.	Revised proposal provides an hourly service to Stanton St Quintin.
Anita Druce, Stanton St Quintin	Hourly service essential for teenagers - anything less is too restrictive.	
Allan Davison, Stanton St Quintin	Dismayed at proposed reduction - service used by his family and is vital lifeline for young and old who can not drive.	
Mrs C Davidson, Stanton St Quintin	Her children use the service for independent travel (extra curricular activities, social, connecting with trains, weekly charity work). Less than hourly service would greatly restrict ability to attend activities and lead to more cars, with congestion, pollution, fuel use.	
Travelwatch South West	Request that; 1) 1610 ex Chippenham runs via Kington St Michael; 2) 1700 and 1800 ex Malmesbury run at least 5 minutes later; 3) should be (for an experimental period to test demand) a Saturday morning bus from Corston - Malmesbury arriving before 0900.	1. all journeys from Chippenham after 0900 will now run via Kington St Michael. 2. 1700 departure retimed to 1710; cannot retime 1800 departure without additional cost. 3. a Saturday morning bus from Hullavington (0840) to Malmesbury will be provided on an experimental basis.
Mrs C Hanks, Hullavington	Her two children use the bus to / from Chippenham schools - proposed 1510 ex Chippenham does not run via Hullavington; would have to wait unsupervised for an hour until 1610 and fears for safety. Are other farepaying children from Hullavington in same situation; would be very disruptive as no alternative transport.	Revised proposal includes 1500 ex Chippenham (1512 from schools) running via Hullavington.

Mrs Debley, Buckley Barracks	Queries whether school buses from Chippenham are shown ; has 2 children who use 92 several times a month after school to visit father at Buckley Bks; travelling following after school clubs which finish 1600-1630. Unacceptable to have to wait until 1725 bus from Morrisons.	The new timetable provides a service to Buckley Barracks very similar to the current one.
Kington St Michael Parish Council	1) request adding Cepen Lodge care home as a bus stop between KSM and Morrisons; elderly visitors find it difficult to cross road from Morrisons; 2) as 6th formers not able to officially use the new 'school only' bus and will have to go/return from Morrisons on the public bus, requests we introduce a spare seat pass for 6th formers	1. suggestion will be investigated with care home. 2. there is a spare seat scheme for 6th formers (subject to available capacity).
Our Community Matters (Catherine)	Doesn't use 92 as often as would like because is only hourly and ends early in evening. Would use more if more frequent; will stop using if is reduced.	Unfortunately it is not affordable to provide a more frequent service or additional journeys in the evenings.
Mr S Fisher, Corston	Uses bus in afternoons to get to Chippenham rail station, but only on days when can get a lift home in the evening -otherwise drives. Would use more often if was a 2300 return from Chippenham.	

Service 93 - Malmesbury to Cirencester

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Somerford Keynes Parish Plan coordinator	Parish plan survey included questions about bus service. 93 was used by 15% of respondents but over 50% thought it was essential part of village life. Will become even more important as % of elderly population increases and can no longer drive. Proposed timetable is seen as a 'fair proposal for a minimum service' in view of financial climate.	Noted.
Somerford Keynes Parish Council	Refer to Parish Plan view that service is an essential part of village life. Believe timetable is fair and best that can be done in circumstances; has now reached minimum acceptable level and would strongly resist any further diminution. Welcome important extension of 0803 and 1710 to Cirencester College.	Noted.
Mrs M Holmes, Brenda Sheppard - Minety	Concern whether would still be possible to travel into Malmesbury on service 93 - used by older residents for access to shops, medical facilities etc. - some travel most days. Also needed for when people get too old to drive.	Proposals still include a morning bus into Malmesbury and Connect2 Wiltshire taxibus return (similar to present).
Mrs Anne Curtis, Upper Minety	Uses 93 twice a week for doctors and hairdressers etc. does not have a car (also uses 50/52 to Swindon).	
Mrs Westmacott, Upper Minety	Service is a lifeline to Minety residents for access to shops (no food shop in Minety), doctors, other medical facilities.	
Janet Belcher, Minety	Uses <monthly for shops, leisure, bus or rail connections. Welcomes slightly earlier times to / from Malmesbury. Would like a bus to Cirencester arriving by 0900 (either on 93 or 50/52) - would use at least 2 x week.	Unfortunately unable to provide a bus to Cirencester from Minety before 0900.
Mr G Earle, Malmesbury	Suggestion that service should run direct between Malmesbury and Cirencester via Kemble, omitting villages - reduced journey times would attract significant commuter traffic between the towns; Cirencester is the preferred shopping destination from Malmesbury (not Chippenham); and would provide access to improved rail services at Kemble.	Noted. However, service provides essential access for people living in the villages who have no alternative transport - as made clear by responses above. It is unfortunately not affordable at the

Malmesbury Without Parish Council	Request investigate whether some journeys could call at Kemble Station to provide link with rail service to Swindon and London.	present time to provide an attractive service for commuters and to connect with trains, as well as continuing to meet the needs of the villages.
Malmesbury & St Paul Without Residents Association	Same response as Malmesbury Without Parish Council.	
Jill Stephens, Malmesbury	Buses are important even if not well used -please keep them running. Service to Kemble station would be useful.	
Charlton Parish Council	Current 0718 ex Charlton is used by college students transferring to 31 to Swindon. Proposed timetable does not give enough time to make the connection.	The bus used by college students will continue to Swindon as service 31.
Mr D Pynn, Hankerton	Uses regularly to travel to both Malmesbury and Cirencester. Current timetable meets his needs. 1. Proposed first bus to Cirencester (1151 arr) is too late, e.g. for connections to Cheltenham - can the 0920 run via Hankerton? 2. length of stay in Cirencester (1151 - 1400) is too long for most purposes. 3. journey time from Hankerton - Malmesbury seems too short if going via Lea, concerned this will mean missed connections.	1 & 2. not possible without additional cost. 3. the bus will be instructed to wait for connections.
Travelwatch South West	1. question whether proposed 0755 and 0820 ex Cirencester will both run Mondays to Saturdays?; 2) request 1710 ex Cirencester runs 5 minutes earlier and 1800 ex Malmesbury runs 10 minutes earlier.	1. both journeys will run Mondays to Saturdays. 2. not clear why this is requested.

Service 95 - Brinkworth - Bremhill - Chippenham

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Travelwatch South West	Consider that if only operates on 3 days a week, should be Tue / Thurs / Saturday, so that 60 and 61 can still run on same days as now. If this is accepted, could 95 also run on Mondays?	Proposed that service 95 will run on Monday, Tuesday and Thursday. Unfortunately not affordable to also run on Saturdays.

Service 99 - Kington St Michael to Chippenham

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
T Williams, Monkton Park	Proposals show lack of local knowledge - service is well used (12 on 0905 this morning). Many older residents with mobility difficulties who use bus for meeting friends in town for coffee and lunch, or to attend luncheon clubs - need service in afternoons as well.	Revised timetable has journeys from Monkton Park on weekdays at 0855, 0955, 1055, 1155, 1255 and 1355; returning from Chippenham at 0950, 1050, 1150, 1250 and 1350.
Mrs A Robertson, Monkton Park	Wants at least current service retained - a lot of elderly people in Monkton Park who rely on it for shops and to give independence.	
GR Summers, Monkton Park	Request for first departure from Lady Coventry Road (0938) to be brought forward to say 0900 - current 0910 used by many OAPs for reaching appointments, eg chiropodists where first appointment is 0930.	
Cynthia Laity, Cepen Park North (Sheepscroft)	Uses 1 x week for shops and train connections - reduction from 6 buses to 3 would make more difficult to connect with trains.	

Chris Caswill (Wiltshire Councillor for Monkton Park)	Requests retention of some afternoon journeys. Are many elderly residents with no other transport who depend on the service and would suffer significant hardship if deprived of an afternoon service. Worried that such an infrequent service would be vulnerable to complete withdrawal in future. Proposals miss opportunity to provide regular shuttle from Bath Road (where several new developments proposed in Chippenham master Plan and Core Strategy, and some at planning application stage) to Rail and Bus stations, which could be extended to Monkton Park.
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