

**Connect2 Wiltshire Calne & Kennet Valley bus service proposals consultation**  
**Summary of main points raised in bus user questionnaires**

**Calne - Marlborough service**

<i>Issues identified</i>	<i>supporting evidence / additional comments</i>	<i>number of comments</i>	<i>response</i>
New times are not convenient (specific times not mentioned)	For work (4); collecting children from school (2); medical appointments (3); connections with other buses (6, including to service 49, Lavington, Mildenhall, Ogbourne, Devizes, Hungerford); voluntary work (1); returning pm from Avebury (1); returning pm from Marlborough(1); stay in Marlborough is too long (1); too many long gaps (3, including 1030-1200 and 1330 - 1530 ex Marlborough); too few buses on Saturday (1)	23	Unable to respond without more specific information. Funding is not available to retain current level of service, and this inevitably means it will be less convenient for some users. First bus into Marlborough after 0900 is now proposed to arrive 30 minutes earlier which may be more convenient for medical appointments; connections with service 49 at Avebury have been adjusted to connect as well as possible given other constraints on the timetable.
Work times to / from Marlborough not convenient	Can morning bus arrive at 0820 on schooldays as well? (2); no arrival between 0845 and 0930 (1); needs to connect from Chippenham to / from work in Marlborough, can't drive, work times 1000 - 1645 (1); need 1605 from Marlborough on weekdays as well as Saturdays (1); loss of 1645 dep means will lose job (1) - loss of 1645 also mentioned by 3 others including for after school activities and shopping.	6	On schooldays can alight at end of High St before bus goes to school; not possible to provide an arrival between 0845 and 0930 as buses in use elsewhere; journeys now proposed to be retimed to give an 0955 arrival and 1715 departure from Marlborough. The 1715 will replace the current 1645 and 1745 departures, although there will also be a 1740 departure on college days only, running direct to Calne along the A4.
Work times to / from Calne not convenient	Loss of 1745 departure (1); suggests 1710 is delayed to 1730 for workers finishing at 1700 and to connect with bus from Chippenham (1)	2	Will carry out further surveys before timetable is finalised, to establish whether is a need for a later journey and whether can be provided at acceptable cost
No service to Winterbourne Monkton and Berwick Bassett	Needed for access to Marlborough; returning from after school activities; medical appointments; caring for relative.	8	Number of passengers using the service from these villages is low (on average 1-2 per day in each direction); requires a 10 minute diversion which is difficult to provide on a regular basis without detracting from the service offered to other places on the route; BB and WM have a regular hourly bus service to Swindon and Devizes from the main road. However, in view of responses received it is now proposed to run a 1715 departure from Marlborough diverting to WM on request (replacing the 1645 departure on which two thirds of the current passengers travel); also to run the 0955 arrival in Marlborough via WM and divert the 1200 from Marlborough via WM on request to provide for shopping and doctors visits. It has been suggested to the Parish Council that a lift giving scheme might be developed locally to take residents to and from the bus stop at Avebury if they need to travel at other times.

Poor service to Yatesbury	Service only offers 2 buses in each direction, which are at inconvenient times. Will 'make me housebound' (1)	5	Additional journeys diverted via Yatesbury at 0934 (to Calne) and 1610 (from Calne), offering a wider range of travel options
Poor service to Compton Bassett	Proposed times are inconvenient - 1 hour in Calne is too short, 2 1/2 hours too long.	7	Additional journey diverted via Compton Bassett at 1230 (from Calne), offering a wider range of transport options

#### Heddington and Stockley service

<i>Issues identified</i>	<i>supporting evidence / additional comments</i>	<i>number of comments</i>	<i>response</i>
Oppose any reduction in service	Even existing service is inadequate and any reduction will make it difficult to access facilities; including use by disabled daughter (1)	4	Noted, however funding is not available to retain current levels of service and cost of service is high compared to numbers using it
Unable to get to Marlborough	No details of times or journey purpose	2	Service to Marlborough is currently only available on Saturdays and most passengers from the Heddington area travel to Calne
No service at work times	Will be forced to use taxi which can not afford	1 (Heddington)	The current 0745 and 1755 journeys are very poorly used, carrying on average less than 1 passenger a day from Stockley and Heddington.
Times not suitable for medical appointments		1	It is now proposed to run an additional journey arriving in Calne at 0900 to provide an earlier arrival for GP surgery visits and shopping.
Afternoon bus into Calne	How to book to travel into Calne if no call centre?	1	The service will run as a normal fixed route bus with no booking required. The last journey of the day only runs as far as required to set down passengers on board.
Blacklands not served	Difficult to get into Calne, would lose independence if service not available	1	The service is only occasionally used by a passenger from Blacklands; however, it is now proposed to divert one journey a day in each direction on the Marlborough - Calne service to provide an arrival in Calne at 1137, returning at 1415.