

Review of Connect2 Wiltshire services in Calne and the Kennet valley

Summary of proposed changes

The Calne to Marlborough service (Line 4) would operate approximately every 90 minutes during weekday daytimes, with some changes to which journeys will divert to the various villages along the route.

The 'Heddington circular' (Line 5) would operate four journeys a day.

Both services would run according to a fixed timetable, and the current arrangements for passengers to book in advance for travel from certain locations would no longer be available. In most cases these would be replaced by fixed diversions of certain journeys.

The Marlborough – Devizes Taxi Buzz service would be withdrawn, although on Thursdays only a new service X10 will operate from Marlborough to Devizes for the Market. This would run via Burbage and Pewsey rather than Avebury.

The 'Night Bus' journeys between Marlborough and Avebury would be withdrawn.

The Calne Town bus service is not included in this review, as it is hoped to be able to offer an enhanced service due to partial funding from the new supermarket development.

Existing service provision

The Connect2 Wiltshire services provide the main public transport for the villages between Marlborough and Avebury, the settlements of Yatesbury, Cherhill, Compton Bassett, and the Heddington / Stockley area, linking them with the towns of Marlborough and Calne. They also provide a service between these two towns, and a service for the Barton Park area of Marlborough.

The Calne to Marlborough service (Line 4) currently operates approximately hourly on Monday to Friday mornings, and slightly less frequently in the afternoons and on Saturdays. Some journeys run via Compton Bassett and Cherhill village, others via Cherhill Black Horse and Yatesbury. The service will divert to Yatesbury only if pre-booked, and diversions to Berwick Bassett, Winterbourne Monkton, Beckhampton Waggon & Horses and East Kennett will also be made if pre-booked. The service is timed to connect at Avebury with buses to and from Swindon, Devizes and Trowbridge.

There is also a Night Bus service that provides journeys from Marlborough to the Kennet Valley villages and Avebury at 2045 and 2310 on Mondays to Fridays.

The 'Heddington circular' (Line 5) currently provides five journeys a day to and from Calne on Mondays to Fridays, via Heddington, Stockley, Blackland Turn and Quemerford. Journeys will also divert to serve Mile Elm, Calstone Wellington and Theobolds Green if pre-booked. On Saturdays Line 5 does not operate, but Line 4 journeys will divert via Heddington if pre-booked.

A Connect2 Wiltshire Taxi-bus runs on Mondays to Fridays from Marlborough to Devizes via the Kennet valley villages and Avebury, arriving at 1000 and returning at 1400. All journeys must be pre-booked.

Use made of the services and cost of provision

Overall, around 33,000 single passenger trips a year are made on the Line 4 and 5 services (excluding schoolchildren entitled to free home to school transport). The cost to the council's public transport budget of providing these services is around £140,000 a year (excluding the cost of providing free home to school transport for entitled children, and reimbursement for travel by concessionary bus pass holders). Income from

farepaying passengers is around £20,000 a year, and reimbursement for concessionary bus pass holders around £27,000 a year.

Surveys suggest that the services are used by around 65 passengers on a typical day, of which around 45% are travelling within the Avebury - Marlborough section of route, 25% within the Avebury – Calne section, 12% from the Heddington area, and the remaining 18% between the west and east sections of the route.

Concessionary bus pass holders account for around 70% of the total non-school trips made on the services.

The Night Bus is part of a wider contract that primarily serves the Pewsey Vale area, costing overall around £35,000 a year. Use of the service is low, with an average of around 1 passenger a night travelling on the Marlborough to Avebury route.

The Marlborough – Devizes taxi-buzz is also part of a wider contract that also provides services in the Pewsey Vale, again at an overall cost to the Council of £35,000 a year. It is used by on average around 3 passengers a day, ranging from 5-6 a day on Thursdays (Devizes market day) to only 1-2 a day on quieter days.

Issues to be considered by the review

- The cost of the services is high in relation to the number of passengers carried, with council funding overall equating to around £4.30 per passenger trip. This is considerably higher than the council's normal guideline for support of up to £3.50 per trip. The nightbus and taxi-bus are particularly expensive in relation to the numbers using them, but use of the service as a whole from some of the villages is disappointingly low.
- Because the service is partially demand responsive, the cost of operation includes providing a call centre and the equipment and software needed to make bookings and relay these to the vehicles. If a service can be provided that does not need pre-booking, both here and in the Pewsey Vale which uses the same call centre, these costs could be avoided with a saving of around £70,000 a year..
- As the total income derived from fares is low in comparison with the cost of providing the service, even a large increase in passenger use (say 50%) would only make a relatively small difference to the overall cost to the council. Financial savings will therefore require reductions in operating costs to be made even if passenger use could be increased.

Explanation of proposed changes

The growing pressures on local authority spending and consequent reductions in the budget that the council is able to provide for supporting local bus services means that there is a need to reduce costs in order to make the services more financially sustainable, and to bring the support cost per passenger trip closer to the published guideline of £3.50 per trip. The proposed changes seek to achieve this by;

- Operating a fully timetabled service in place of the current service which is partly pre-bookable and demand responsive, thereby removing the costs associated with the call centre and the booking system;
- Withdrawing the Night Bus and taxi-buzz services
- Reducing the number of vehicles used on the daytime services from three to two, while seeking to provide a timetable that will continue to meet the majority of the needs of existing users

The proposed timetables are attached below.

A consultation on these proposals is under way and will close on **14th May 2014**. Details of the consultation can be found on the council's website using the following link;

(<http://www.wiltshire.gov.uk/council/consultations.htm>) , or are available from the Passenger Transport Unit, Wiltshire Council, County Hall, Trowbridge BA14 8JN. Views are sought on how well the proposed timetable would meet the needs of different groups of users, and of any important journeys that could no longer be made. A questionnaire for users of the service is also available.

Following the consultation, it is proposed that the new services would be introduced in October 2014.

Monday to Saturday - except public holidays

Service Number	2623	43	43	43	43	43	43	X76	X43	43	43	X43	43	
	Sch	Sch	SSH					MF	Sch	S	MF	Col		
Calne, The Pippin, Sainsbury's	--	--	--	--	0930	1100	1230	1415	--	--	1500	1600	--	1710
Calne, The Strand, Bank House	--	0730	0730	--	0935	1105	1235	1420	1438	--	1505	1605	1707	1715
Quemerford, Post Office	--	0732	0732	--	0937	1107	1237	1422	1442	1529	1507	1607	1711	1717
Lower Compton, turn	--	--	0734	--	0939	1108	1238	1423	1443	1532	R	1608	1713	R
Lower Compton, Spreckley Road	--	--	0736	--	0941	1111	--	1426	--	1532	R	1611	--	R
Compton Bassett, Briar Leaze	--	--	0743	--	0948	1118	--	1433	--	--	R	1618	--	R
Cherhill, The Street/Marsh Lane	--	--	0750	--	0955	1125	--	1440	--	--	R	1625	--	R
Cherhill, Middle Lane, Primary Sch	--	--	0751	--	0956	--	--	--	1534	--	--	--	--	--
Cherhill, Black Horse	--	--	--	--	--	1126	1240	1441	1444	--	R	1626	1715	R
Yatesbury, Little London	--	--	--	--	--	--	1250	R	--	1543	--	--	--	--
Beckhampton, stables	--	--	0757	--	1002	1132	1302	1453	1447	1549	R	1632	1719	R
Beckhampton, Devizes Road	--	0746	--	--	--	--	--	--	--	--	--	--	--	--
Avebury Trusloe	--	0747	0759	--	1004	1134	1304	1455	--	1553	R	1634	1721	R
Avebury, Red Lion	0736	0748	0800	--	1005	1135	1305	1456	--	1555	R	1635	1724	R
West Kennett, telephone box	0742	0753	0803	--	1008	1138	1308	1459	1452	--	R	--	--	R
East Kennett, telephone box	--	--	0804	--	1009	--	1309	--	--	--	R	--	--	R
West Overton, village stores	--	0756	0806	--	1011	1141	1311	1502	--	--	R	--	--	R
Lockeridge, Who'd A Thought It	--	0800	0810	--	1015	1145	1315	1506	--	--	R	--	1730	R
Fyfield, Priest Acre	0746	0801	0811	--	1016	1146	1316	1507	1455	--	R	--	1730	R
Clatford, cross roads	--	0803	0813	--	1018	1148	1318	1509	--	--	R	--	--	R
Manton, High Street	0748	0805	0815	--	1020	1150	1320	1511	--	--	R	--	1732	R
Barton Park, Morris Road	--	--	0817	--	1022	1152	1322	1513	1500	--	R	--	--	R
Marlborough St John's School	0815	0815	--	--	--	--	--	--	--	--	--	--	--	--
Marlborough, High St, Ladbroke	--	0825	0820	--	1025	1155	1325	1516	1505	--	R	--	1735	R

Service Number	X43	43	X76	43	43	43	43	2623	43	43	43			
	SchCol		MF					Sch	S	MF				
Marlborough St John's School	--	--	--	--	--	--	1525	--	1525	--	--			
Marlborough, High St, Ladbroke	0730	--	0900	0915	1030	1200	1330	1530	--	1605	--	1755		
Barton Park, Morris Road	--	--	0903	0918	1033	1203	1333	--	--	R	--	R		
Manton, High Street	0733	--	0905	--	1035	1205	1335	--	1540	R	--	R		
Clatford, cross roads	--	--	0907	--	1037	1207	1337	1537	--	R	--	R		
Fyfield, Priest Acre	0735	--	0909	0922	1039	1209	1339	1539	--	1545	R	--	R	
Lockeridge, Who'd A Thought It	0735	--	0912	--	1042	1212	1342	1542	--	--	R	--	R	
West Overton, village stores	--	--	0915	--	1045	1215	1345	1545	--	--	R	--	R	
East Kennett, telephone box	--	--	--	--	1046	--	1346	--	--	--	R	--	R	
West Kennett, telephone box	--	--	0921	0925	1051	1221	1351	1551	--	1549	R	--	R	
Avebury, Red Lion	0743	--	0924	--	1054	1224	1354	1554	--	1555	R	1635	--	R
Avebury Trusloe	0745	--	0925	--	1055	1225	1355	1555	--	--	R	R	--	R
Beckhampton, Devizes Road	--	--	--	--	--	--	--	1600	--	--	R	--	--	R
Beckhampton, stables	0749	--	0926	0930	1056	1226	1356	--	--	--	R	R	--	R
Yatesbury, Little London	0755	--	--	--	1104	--	--	--	--	--	--	--	--	--
Cherhill, Black Horse	--	--	--	0933	1114	--	1359	--	--	--	R	R	--	R
Cherhill, Middle Lane, Primary Sch	0804	--	0930	--	--	1230	--	--	--	--	R	--	--	R
Cherhill, The Street/Marsh Lane	--	--	0931	--	--	1231	1401	--	--	--	R	--	--	R
Compton Bassett, Briar Leaze	--	--	0939	--	--	1239	1409	--	--	--	R	--	--	R
Lower Compton, Spreckley Road	0806	--	0947	--	--	1247	1417	--	--	--	R	--	--	R
Lower Compton, turn	0806	--	0949	0934	1119	1249	1419	--	--	--	R	R	--	R
Quemerford, Post Office	0809	--	0951	0936	1121	1251	1421	1614	--	--	R	R	--	R
Calne, The Strand, Town Hall	0818	--	0953	0940	1123	1253	1423	1616	--	--	R	R	--	R
Calne, The Pippin, Sainsbury's	--	--	0955	--	1125	1255	1425	1618	--	--	R	R	--	R

Key

- MF - Runs on Mondays and Fridays Only
- S - Runs on Saturdays Only
- Sch - Runs on Schooldays Only
- SSH - Runs on Saturdays and School Holidays Only
- Col - Runs on Lackham College days Only
- R - Bus will drop off at these points on request to the driver

Monday to Saturday - except public holidays

Service Number	44	44	44	44	44
				S	MF
Calne, The Pippin, Sainsbury's	1000	1130	1300	1500	1620
Calne, The Strand, Bank House	1003	1133	1303	1503	1623
Mile Elm	1007	1137	1307	R	R
Broad's Green	1011	1141	1311	R	R
Heddington, Old Post Office	1017	1147	1317	R	R
Stockley, telephone box	1021	1151	1321	R	R
Rookery Park	1025	1155	1325	R	R
Calne, The Strand, Town Hall	1030	1200	1330	--	--
Calne, The Pippin, Sainsbury's	1032	1202	1332	--	--

Key

- MF - Runs on Mondays and Fridays Only
- S - Runs on Saturdays Only
- R - Bus will drop off at these points on request to the driver