

## Connect2 Wiltshire Calne and Kennet Valley bus service proposals consultation

## Summary of written responses

<i>from</i>	<i>summary of main points raised</i>	<i>officer response</i>
Heather Palmer (Calne)	1. Writing on behalf of wheelchair user in Calne who uses bus every Tuesday to arrive Marlborough at 0930 for onward transport to weekly carriage driving session - disabled user, and this is very important for her independence. Can 0930 arrival be reinstated? 2. would also like some buses on Bank Holidays - others are not working then and offer to take her out on the bus.	1. unable to provide an 0930 arrival as the bus is required for other work. However, 1025 arrival is now proposed to be brought forward to 0955. 2. Noted, however Bank Holiday services are not normally funded on rural routes such as Kennet Valley for cost reasons. Calne does have Bank holiday buses to Swindon and Chippenham.
Bob Lewin (Marlborough, Barton Park)	Uses service from Barton Park into Marlborough - thinks fixed route timetabled service is a great idea	Noted
Berwick Bassett & Winterbourne Monkton Parish Council (letter and several emails)	Dismayed at proposed withdrawal of diversion to their villages - provides the only link to Marlborough (connections to 49 not reliable) and is popular with school children returning from after school activities (sports, extra lessons, exams, meeting friends). Marlborough is also destination for local doctors surgery, Savernake Hospital, leisure centre, and villages are in Marlborough Area Board. Service also used by people working in Marlborough and Calne. Best used journeys are 1645 and then 1745 from Marlborough (used daily), also 1300 and 1615 from Calne (used daily, 1615 currently by a worker). Other journeys used less often, for doctors and shopping in Marlborough. Suggest that use of service per head is as high as in many other communities. Need for service will increase in future, as cohort of schoolchildren reach 6th form, B&B / pub reopens and with new housing development. Withdrawal of service to their local service town is contrary to the LTP section 4.5. Welcome offer to divert 1755 on request, but not enough and would like to explore ways of retaining other journeys - eg by finding another way of taking bookings, or making time for diversions by omitting other villages on some journeys. Service 49 is used to Swindon, but stops on main road - crossing is difficult, and is a long walk from assisted housing at far end of village.	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.
Janice Pattison (Winterbourne Monkton)	Her family has extensively used C2W to travel to / from Marlborough, particularly her children returning from after school activities and also for Saturday work and other activities. Children now left school so less likely to use in future, unless able to provide an 0900 arrival in Marlborough for work (or a safe walking / cycle path to meet bus at Avebury). But feels that other families should have the same opportunities in future, particularly as facilities becoming more centralised in towns.	See above

<p>Carol Krebs (Stockley) (several emails and letters)</p>	<p>1. Reduction in service to Stockley is unjust; 0745 and 0915 buses replaced with bus at 1000, and 1755 from Calne withdrawn (last bus 1630). How can people access work, college, GP, shops and social activities? 2. Proposals not equitable as penalises villages like Stockley while affluent and influential Marlborough residents retain a better service. Angry that Marlborough will gain a Thursday service to Devizes, whereas Stockley - Devizes service was withdrawn several years ago and not replaced. 3. Blacklands will be unserved, leaving one elderly lady with no transport. 4. Service 49 times should be adjusted so that it connects with C2W at Beckhampton providing links to further afield. 5. villages depend on buses for work, education, shopping, GP, banks, hospital, visiting and socialising. Reduced services lead to social exclusion, poor health, isolation and disadvantage rural areas.</p>	<p>1. The current 0745 and 1755 journeys are very poorly used, carrying on average less than 1 passenger a day from Stockley and Heddington. There are currently no college students travelling, but if any require transport in future a separate arrangement would be made for them. 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. 2. The service to Devizes was operated on a commercial basis and withdrawn by operator as not covering costs. 3. 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. 4. service 49 times are dictated by connections and requirements at other points on its route. Proposed Calne - Marlborough timings have been adjusted to connect as well as possible within the other constraints on the timetable. 5. Noted, but funding is not available to retain current level of service.</p>
<p>Carol Krebs (Stockley)</p>	<p>1. Proposes that service 33 (Chippenham - Calne - Devizes) is re-routed to run via Stockley and Heddington instead of Silver Street. Has written previously requesting this but "no sensible discussion has taken place". 2. All Wiltshire buses should be reviewed so that they connect with each other to meet the needs of the population (e.g. C2W arrives in Calne 4 minutes after service 33 has departed).</p>	<p>1. Service 33 is operated on a commercial basis without council funding, and so the route is determined by the operator not the council. Diverting via Heddington would also lead to longer journey times and make the service less attractive for other users. 2. Noted. Connections are made where possible, but the council does not control routes or timetables on services that are operated commercially (about 50% of the network) and timetables also have to reflect other constraints (such as convenient arrival times for schools, college and work; drivers hours regulations; connections elsewhere on the route).</p>
<p>David Wallis (Heddington)</p>	<p>Has recently moved to Heddington and would like to use bus home after work, but leaves too early. Requests that 1615 departure leaves 5-10 minutes later so can walk to Pippin after 1600 work finish.</p>	<p>Proposed timetable has been revised to provide a connecting journey leaving Porte Marsh Industrial Estate at 1605</p>
<p>Cllr Chris Caswill (Cherhill resident), and Cherhill Parish Council</p>	<p>Suggests 1530 ex Marlborough calls at Cherhill Black Horse (must be passing it on the A4 anyway) - this would provide another return option for Cherhill residents between the 1330 and 1755 departures.</p>	<p>On schooldays this bus will run via Beckhampton Devizes Road and Blacklands (not the A4) to set down schoolchildren. Before introduction, will investigate whether the route can be changed to run via the A4 to provide an additional service from Marlborough back to Cherhill.</p>
<p>Fyfield and West Overton Parsih Council</p>	<p>Service is important in providing access to Marlborough and also to Avebury for connections to service 49. Understand need to make savings and removing call centre costs appears sensible. Accept reduction in frequency but concerned that any further reductions would seriously compromise its usefulness to passengers. Pleased that proposal retains work time journeys to / from Marlborough and urge council not to remove these in future. A pity that has not been possible to retime the service to make connections with service 49 to Swindon at work times.</p>	<p>Noted. Timings have been adjusted to connect with service 49 as well as possible within other constraints on the timetable, but unfortunately is not possible to provide connections to/from Swindon at work times.</p>