

**TENDER NO. PT 1401 – Award of Contracts for Supported Bus Services
Shopper Service Consultation Responses & Survey Summary**

Service 754 (Monday only) Somersbus Hinton Blewett - Bishop Sutton - Farrington Gurney - Midsomer Norton - Radstock	Response From TravelWatch SW	Response from Citistar	Response from Stowey Sutton PC
Is Monday the best day of operation for this service?		Might be some clash with Chew Magna pensioners lunch club on Mondays Note interworked vehicle with 777	
If this service was to operate on one additional day of the week, which day would be best, and why?			Would want services to Bishop Sutton to operate on different days of the week
Other points raised by consultee	TWSW would be interested in understanding level of demand for the service	Doubts whether sufficient patronage to justify an extra day	

754 Survey Summary (21 per day)

Patronage:

10 Passengers on inward trip, 11 Passengers on return leg; all travel to/from MSN/Radstock
largest origin/destination en route is Chew Magna

67% of passengers prefer same day of travel, varying responses for other days of week

Loadings support community transport scale of operation

Schedule L suggests 685 passengers in 12 months to June '13 = 13 pax/day

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Service 768 (Tuesday & Thursday) CT Coaches Clutton - Radstock - Priston - Englishcombe - Bath	Response From TravelWatch SW	Response from Citistar	Response from Emma Askew
Are Tuesday and Thursday the best days of operation for this service?		Considers a consistent daily journey pattern would be more appropriate	Not necessarily
Would an alternative pattern of service, such as Monday and Thursday be suitable?			Probably yes
Other points raised by consultee	Clutton-Radstock not required following 379 introduction. Make timetable more customer friendly. Concern over vehicle capacity on 0915 ex Writhlington	Clutton village could be served by extending 185 or 754 now 379 introduced	Particular concern over retention of core commuter travel services
	Response From Cllr Jeremy Sparks	Response from Timsbury Environment Group	Response from Englishcombe PC
Are Tuesday and Thursday the best days of operation for this service?		Ideally kept as they are because local residents familiar with timetables	Majority of parishioners prefer service to remain as it is
Would an alternative pattern of service, such as Monday and Thursday be suitable?		Would be feasible to change if timetables well publicised	Some responses indicate Tues & Fri or Mon & Thu could be acceptable
Other points raised by consultee	Noted that this is the only Clutton-Bath service at present		

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768 Survey Summary (28 per day)

Patronage:

28 Passengers on 4 journeys.

09:15 ex Writhlington where all 10 passengers go to Bath (3 could use other services)

10:15 ex Bath has 5 passengers (1 could use other services)

11:47 ex Clandown has 9 passengers (6 could use the 379)

12:40 ex Clutton has 4 passengers (1 could use other services)

89% of passengers prefer same day of travel, varying responses for other days of week

23 of 28 passengers use concessions.

Schedule L suggests 4155 passengers in 12 months to April '13 = 83/week or 42 pax/day

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Service 683 (Tuesday only) Bugler Coaches Keynsham - Whitchurch - Chew Magna - Blagdon - Wells	Response From TravelWatch SW	Response from Citistar	Response from Chew Magna PC
Is Tuesday the best day of operation for this service?		Should operate Wednesdays and divert to serve Bishop Sutton and West Harptree	
Should this service operate instead on Wednesday to serve Wells on market day? If so it would no longer connect with the Weston Super Mare service (134) at Blagdon. Is this important to you?	TWSW would support a shift to Wednesday operation if user surveys were in favour	No passengers noted as transferring from 134 on to 683. Problems with maintaining 683 connection due to poor reliability of 683	Mixed response with some parishioners preferring Wednesday, others use Tuesday trip for dentist visits. Concern over loss of connection to WsM
If this service was to operate on one additional day of the week, which day would be best, and why?		Saturday is also market day in Wells	

683 Survey Summary (34 per day)

Patronage:

21 Passengers on inward trip,
2 within Keynsham, 1 from Keynsham to Chew stoke, 2 from Ubley to Blagdon, 2 from Ubley to WsM. 14 to Wells
13 Passengers on return leg;
10 from Wells, others were returns of Chew Stoke-Keynsham (1) and Blagdon-Ubley (2)
Keynsham origin passengers using alternate services to return

50% of passengers prefer same day of travel, Wednesday or Friday are other preferred days.

Schedule L suggests 1745 passengers in last 12 months to June '13 = 39 pax/day (after adjusting for no service days at Xmas)

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Service 668 (Tuesday only) Somersbus Midsomer Norton – Radstock - Timsbury - Keynsham - Bristol	Response From TravelWatch SW	Response from Citistar	Response from Timsbury Environment Group
Is Tuesday the best day of operation for this service?		Should not clash with 768 extra services (Tu & Thu)	Ideally kept as they are because local residents familiar with timetables
If this service was to operate on one additional day of the week, which day would be best, and why?	Would support operation on Friday as an additional day		Would be feasible to change if timetables well publicised

668 Survey Summary (24 per day)

Patronage:

11 Passengers on inward trip (inc. 3 from Westfield to Bristol and 1 within Bristol) others travelling from villages to Keynsham & Bristol

13 Passengers on return leg; (inc. 5 within MSN/Radstock and 1 within Bristol)

75% of passengers prefer same day of travel, 25% not worried about day

Loadings support community transport scale of operation

Schedule L suggests 1401 passengers in 12 months to June '13 = 27 pax/day

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Service 757 (Wednesday only) Somersbus Midsomer Norton – Radstock - Peasedown - Wellow - Bath	Response From TravelWatch SW	Response from Citistar
Is Wednesday the best day of operation for this service?		
If this service was to operate on one additional day of the week, which day would be best, and why?		Friday was traditional day of operation (although benefitted from Peasedown Orchard Way passengers) Extra day should focus on Bath trips rather than MSN Tesco
Other points raised by consultee	Available time in Bath should be increased from 1.5 hours Retain a Tesco return trip for villages on Wednesday but introduce Bath shopper trips on Tues & Fri with 2.5 hrs in the city	
	Response from Cllr Neil Butters (forwarded from Wellow PC)	Response from Wellow Community Bus group
Is Wednesday the best day of operation for this service?		
If this service was to operate on one additional day of the week, which day would be best, and why?	If changed from Friday then Monday was favoured by local members	Monday or Friday would be best days
Other points raised by consultee		Notes that 757 focus on MSN & Radstock service whereas WCB focus on Bath services

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757 Survey Summary (35 per day)

Patronage:

16 Passengers on first trip travelling to Radstock (4) and MSN (12)

17 passengers return from MSN/Radstock to villages with 1 passenger picked up at Shoscombe for Bath

Return from Bath carries 2 passengers (1 Shoscombe, 1 Bath)

Most support for an additional service on Fridays.

Loadings support community transport scale of operation for travel to/from Bath

Schedule L suggests 1756 passengers in 12 months to May '13 = 34 pax/day

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Service 752 (Wednesday only) B&NES ES Bishop Sutton - Chew Magna – Marksbury – Corston - Bath	Response From TravelWatch SW	Response from Citistar	Response from Stowey Sutton PC
Is Wednesday the best day of operation for this service?		If 683 moves to Wednesday this should move to Thursday	
If this service was to operate on one additional day of the week, which day would be best, and why?		Saturday – for younger people	Would want services to Bishop Sutton to operate on different days of the week
Other points raised by consultee	Available time in Bath should be reduced to 1.8 hours	Extend start to Blagdon Concern over vehicle capacity	

752 Survey Summary (20 per day)

Patronage:

10 Passengers on inward trip (Pensford main point of origin (5)

10 Passengers on return leg; all travel to/from MSN/Radstock

largest origin/destination en route is Chew Magna

60% of passengers prefer same day of travel, Tuesday or Thursday preferred for alternate days

Loadings support community transport scale of operation

Schedule L suggests 906 passengers in 12 months to June '13 = 17 pax/day

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<u>Service 185 (Thursday only)</u> Somerbus Paulton - Midsomer Norton - Radstock - Trowbridge	Response From TravelWatch SW	Response from Citistar	Response from Paulton PC
Is Thursday the best day of operation for this service?	Weekly Wednesday market in Trowbridge is growing	Well established, with concern over overloading	Yes
If this service was to operate on one additional day of the week, which day would be best, and why?			Once per week only is acceptable
Other points raised by consultee	Available time in Trowbridge should be reduced to 2.5 hours	Consider extending to serve Peasedown if operated on another day	

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Service 640 (Friday only) Somersetbus Bishop Sutton – Chew Magna – Keynsham	Response From TravelWatch SW	Response from Citistar
Is Friday the best day of operation for this service?		Yes – well established
If this service was to operate on one additional day of the week, which day would be best, and why?		
Other Issues raised	TWSW would be interested in understanding level of demand for the service	
	Responses from Compton Dando PC and Harriet Dottridge (PC member)	Response from Stowey Sutton PC
Is Friday the best day of operation for this service?	Yes but other days of week could be considered. Friday allows weekend shopping	
If this service was to operate on one additional day of the week, which day would be best, and why?	Reasonable spacing preferred – e.g Tues or Weds	Would want services to Bishop Sutton to operate on different days of the week
Other Issues raised		

640 Survey Summary (35 per day)

Patronage:

18 Passengers on inward trip, (17 to Keynsham, 1 from Chew to Woollard)

17 Passengers on return leg; (as above)

Spread of views for an extra day service.

Schedule L suggests 1726 passengers in 12 months to June '13 = 33 pax/day

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<u>Service 636 (Tuesday & Friday)</u> Somerbus Whitchurch - Keynsham	Response From TravelWatch SW	Response from Citistar	Response from Whitchurch PC
The days of operation of this service are linked to operation of the 668 (Tuesday) and 640 (Friday). If this service was to operate on one additional day of the week, which day would be best, and why?	Improved services regularly requested by users		
Other points raised by consultee	Increased time in Keynsham would be beneficial	Wednesday or Thursday through service to Bath beneficial Longer time in keynsham beneficial Alternatively link Keynsham & Whitchurch to Whitchurch Asda, Imperial Park, Hartcliffe Morrisons +/- Bedminster	Concern over any potential reduction in the 636 service

636 Survey Summary

Tuesday (20 passengers per day)

10 Passengers on inward trip, (inc 5 from Stckwood and 2 from Hengrove)

10 Passengers on return leg; inc 2 between Hengrove and Stockwood, 4 to Stockwood

Friday (24 passengers per day)

12 Passengers on inward trip, (ave 6 from Stckwood and 2 from Hengrove)

12 Passengers on return leg; as above for returns

Thursday preferred if an extra day is available

85% of passengers prefer same day of travel,

Schedule L suggests 2236 passengers in 12 months to June '13 = 22 pax/day