

Good evening everyone,

I've been asked by our ward councillor, Fiona Gourley, if I would explain how the loss of our local bus service has affected me personally. I'm Joy Arnold and I've lived in Tunley for sixty years, during which time we have always had a bus service to and from Bath, and onwards to Timsbury and Paulton.

The loss of the 768 and 179 bus services is a real problem to me. A few months ago I lost my husband John, who had always driven a car which provided us with family transport, and for John to get to work, but regrettably I never learnt to drive. I used the local bus for getting to and from work in Bath, and since retirement have continued using the bus into Bath to meet with old work friends, go swimming, hospital appointments, visits to the bank etc. My daughter takes me in her car to go shopping once a week.

I'm afraid that my experience of the West Link service has not been good. It is not reliable and is therefore of no use when you have to keep appointments such as doctors, dentist, hospital etc.

A week or so ago I rang West Link at 9.30 AM and the bus picked me up in Tunley at 9.55 to take me to the Odd Down Park & Ride. The driver said that either he or another mini bus would pick me up at the Park & Ride at 12.20 I then went into Bath on the P&R bus returning to the P&R at 11.55 in plenty of time for my 12.20 pickup. No West Link mini bus had arrived by 1.20 Unfortunately I realised that I had left my mobile phone at home, I asked a coach driver if he would kindly ring my daughter at work and ask her to come and pick me up. Her boss was understanding and sent one of his van drivers to pick me up and take me home. I tried ringing West Link when I got home but only had continuous music, by now I'd had enough and gave up. What should have been a 15 minute bus ride home ended up taking me an hour and a half. Luckily the weather was kind that day. When I was waiting in the bus station for the P&R bus there were 4 buses, the 172,173,174 & 522 waiting in the Peasdown – Wells bus bay.

We need a reliable bus service working to a timetable and a dedicated bus stop for West Link at the Park & Ride. My friend and another lady living in the village have had similar experiences as me with West Link, their driver was eventually located having his lunch in Keynsham.

I hope you will be able to persuade Dan Norris to restore our subsidised 768 and 179 bus services. Thank you for listening to me.