

# Gloucestershire County Council

## Bus Services



Snap Surveys

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Draft report – February 2011



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**APPENDIX 1: Questionnaire**

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# **1 SUMMARY OF MAIN FINDINGS**

## **1.1 Respondent profile**

Over two thirds of respondents (67%) were female. 33% were male.

When looking at age, 9% were aged 40 and under, 8% were aged between 41–50 and 11% were aged 51–60. The majority of respondents were aged over 60 with 30% aged 61-70, 29% aged 71-80 and 14% over 80.

One fifth (20%) of respondents regarded themselves as having a disability, the remaining 80% did not.

97% of respondents completed the questionnaire as an individual. The remaining 3% were completing it on behalf of an organisation.

Almost one third (30%) of respondents were from Cheltenham. 17% were from Cotswold, 15% were from Tewkesbury, 14% were from either Stroud or Forest of Dean and 9% from Gloucester.

## **1.2 Bus Service Priorities**

When looking at what respondents consider priorities with the bus services in Gloucestershire, levels of agreement with each of the statements were varied:

- 91% agreed rural areas should prioritise getting more transport links; 4% disagreed
- 83% agreed that the priority should be to fund buses that meet essential needs; 8% disagreed
- 82% agreed the cost of supporting bus services should be affordable to the council; 6% disagreed
- 77% didn't mind if their bus was replaced with a mini bus / people carrier as long as there's transport; 15% disagreed
- 77% agreed tickets should be more flexible; 3% disagreed
- 60% agreed information on current journeys should be more accessible; 8% disagreed
- 49% didn't mind walking 10 minutes to the nearest bus stop; 38% disagreed

When looking at respondents' level of agreement with statements regarding frequency and cost, generally speaking levels of agreement were fairly low:

- 43% agreed they would pay more to travel to their destination without having to change buses rather than paying less and changing buses (23% disagreed)
- 41% agreed they would pay more for a more frequent bus service rather than have a less frequent service which is cheaper (27% disagreed)
- 39% agreed they would prefer to change buses and have a more frequent bus service rather than having a direct route with less frequent buses (33% disagreed)

### **1.3 Your transport habits**

15% of respondents use the bus everyday. 41% use the bus most days but not everyday, 31% use it at least once a week, 8% use it at least once a month, 4% less than once a month and 1% never use the bus.

86% of respondents used the buses to go shopping. 62% used the bus to access health services, 39% to visit friends or relatives, 21% to get to work, 5% to get to school or college and 18% for other reasons.

Respondents who used the bus for a reason other than those listed were asked to specify what this was. 45% of these respondents used the bus to access leisure services, 15% to visit the bank, 13% to get to the station and 11% to attend meetings.

Due to the high proportion of respondents using the bus for leisure, further coding has been applied based on the type of leisure the respondent accesses using the bus. 28% of those using the bus to access leisure services / facilities were doing so for the theatre, cinema, festivals or events. 23% were using the bus to access swimming pools, the gym or yoga and 20% were using the bus for sightseeing or museums.

Nearly three quarters (72%) of respondents used a concessionary bus pass to make their journey. 16% used a return ticket and 5% used a season ticket / 10 trip ticket.

Of those who had a ticket other than those listed, 40% used a mega rider, 22% used a day rider and 9% used a gold rider.

Respondents were then asked how they would make their journey if the current bus service they used no longer ran. Just over a third (34%) would drive to their destination, 32% wouldn't make their journey and 16% would use a taxi to get to their destination.

Of those respondents who said they would use a method other than those listed to get to their destination if the current bus service no longer ran, just over one fifth (21%) of respondents did not know how they would make their journey and 11% said they would have to change / give up their job.

### **1.4 Additional comments**

22% of respondents commented on the elderly / disabled being priorities, 21% said they need more / better rural routes and 18% said they needed to be able to access the hospital / GP / dentist.

## **2 INTRODUCTION**

Gloucestershire County Council commissioned Snap Surveys to conduct their Bus Services Survey. This report contains the research findings.

### **2.1 Background**

In a bid to save £2 million on transport budgets, Gloucestershire County Council is reviewing the Council run bus services aiming to stop the services which provide the least value for money for tax payers and ultimately redesigning the bus network to make it more efficient and cost effective.

There will be a focus on keeping services which allow the public to access employment, education and health appointments and fewer buses overall, particularly on evenings and Sundays. Duplication will be removed where residents could walk to catch an alternative bus, long distance services will be reduced and a feeder bus network developed.

In light of these changes, Gloucestershire County Council were interested in what residents within the various districts considered as priorities within the bus network and how the changes might affect their transport habits.

### **2.2 Methodology**

Gloucestershire County Council distributed the surveys via the following methods: self selecting questionnaires and Countywide public drop-in sessions. The consultation was also promoted via various channels including; parish and town councils, posters on buses and bus shelters, libraries, older and disabled people user groups and a press release.

Self selecting questionnaires were made available on-line and data was collected by Gloucestershire County Council. Hard copies of the questionnaires could be requested by calling the dedicated helpline and the survey could also be completed via the helpline itself.

Drop-in sessions were also held throughout the county to promote the new travel scheme and allow an in depth understanding of concerns and impacts on a district basis.

The consultation ran from 17<sup>th</sup> January 2011 until 31<sup>st</sup> January 2011, receiving a total of 1542 responses (1095 paper responses and 447 online responses).

Completed surveys were sent on to Snap Surveys for analysis.

The principal contacts for the survey were Philip Amos at Gloucestershire County Council and Natalie Simpson at Snap Surveys.

### **2.3 Analysis of results**

All the data has been tested for significance, and where there are mathematically significant differences between subgroups these have been identified in the report.

Figures in this report are generally calculated as a proportion of respondents who answered each question – that is, excluding No Reply. Results to all rating scale questions are based only on those giving an opinion, i.e. excluding those answering Don't know/Not applicable. Due to rounding, percentages in a particular chart will not always add up to 100%.

Some verbatim responses in this questionnaire have been grouped into common themes, and coded in charts. These charts are intended to give an overall impression of the patterns of responses for a question, but are not definitive. The coding of open responses is a subjective process, so results should be interpreted with caution.

## **2.4 Structure of this report**

The main body of the report is divided into the following sections, which look at the survey results in detail:

- Respondent profile
- Bus Service Priorities
- Your Transport habits
- Additional comments

The appendix contains a copy of the questionnaire, listings of respondents' comments, and a full set of data tabulations.





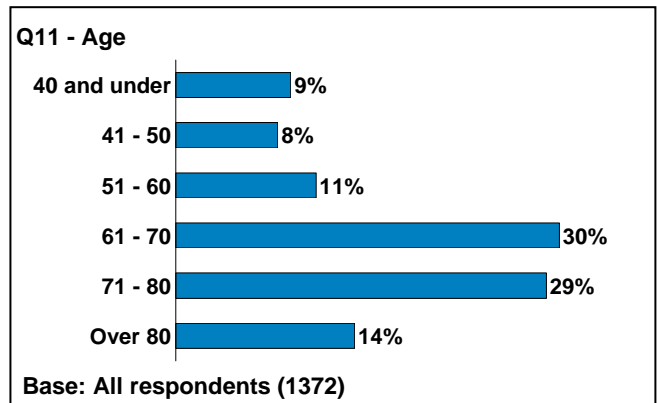
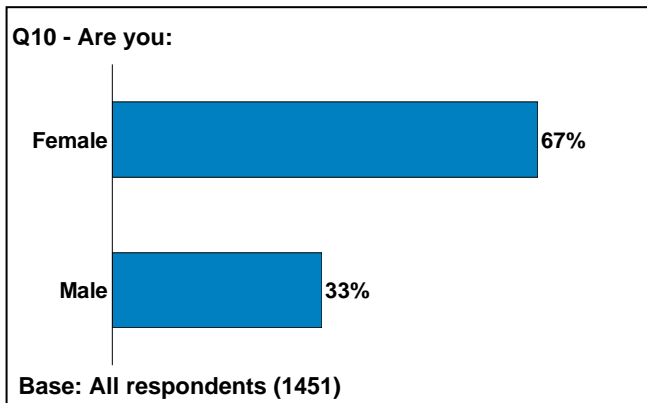
### 3 RESPONDENT PROFILE

#### 3.1 Introduction

This section of the report profiles respondents by demographics (gender, age and disability). It also looks at who the respondents completed the questionnaire on behalf of and where they live within Gloucestershire.

#### 3.2 Gender and Age

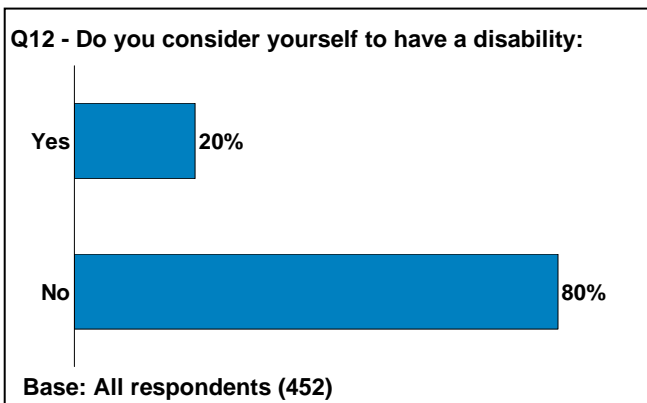
Over two thirds of respondents (67%) were female. 33% were male.



When looking at age, 9% were aged 40 and under, 8% were aged between 41–50 and 11% were aged 51–60. The majority of respondents were aged over 60 with 30% aged 61-70, 29% aged 71-80 and 14% over 80.

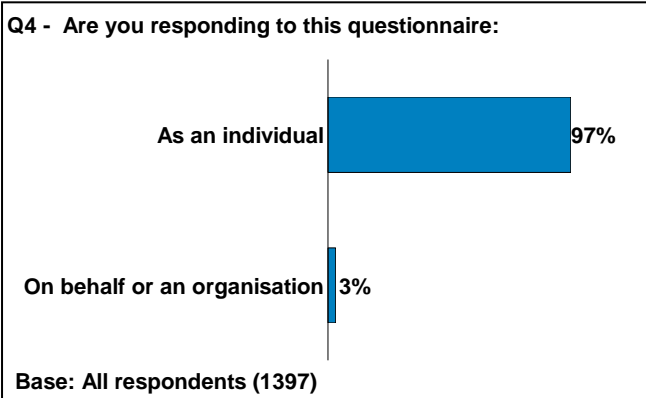
#### 3.3 Disability

One fifth (20%) of respondents regarded themselves as having a disability, the remaining 80% did not.



### 3.4 Completing the questionnaire

97% of respondents completed the questionnaire as an individual. The remaining 3% were completing it on behalf of an organisation.

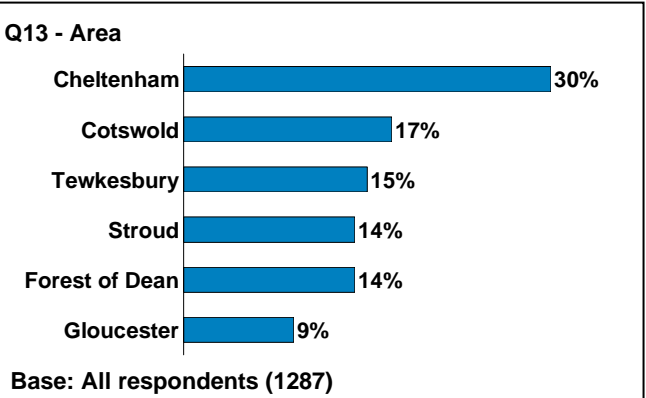


A selection of names of those completing the questionnaire on behalf of an organisation can be found below. A full list is available in the appendix.

- Alderton Parish Council*
- Gloucestershire Pensioners' Forum.*
- Kemble Thursday Group (for residents over 65 years of age*
- Summer Street Area Community Association, Stroud*
- Upleadon Parish Council*

### 3.5 Area breakdown

Almost one third (30%) of respondents were from Cheltenham. 17% were from Cotswold, 15% were from Tewkesbury, 14% were from either Stroud or Forest of Dean and 9% from Gloucester.



The table below shows gender and age of respondents by area.

	<b>Total</b>	<b>Stroud</b>	<b>Forest of Dean</b>	<b>Cheltenham</b>	<b>Cotswold</b>	<b>Gloucester</b>	<b>Tewkesbury</b>
<b>Female</b>	67%	70%	74%	68%	69%	64%	63%
<b>Male</b>	33%	30%	26%	32%	31%	36%	37%
<b>40 and under</b>	9%	6%	11%	6%	9%	21%	5%
<b>41 - 50</b>	8%	12%	4%	5%	5%	15%	8%
<b>51 - 60</b>	11%	14%	14%	10%	11%	8%	9%
<b>61 - 70</b>	30%	32%	35%	29%	32%	17%	30%
<b>71 - 80</b>	29%	20%	24%	34%	27%	29%	36%
<b>Over 80</b>	14%	15%	12%	16%	16%	9%	13%

## 4 BUS SERVICE PRIORITIES

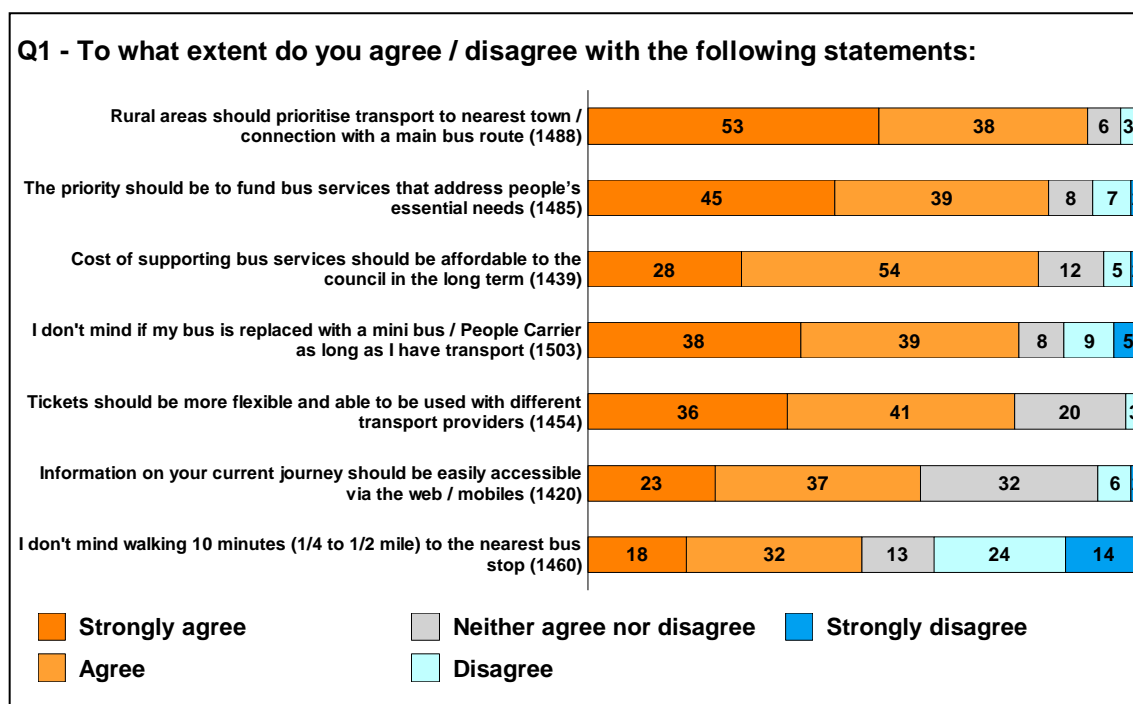
### 4.1 Introduction

This section of the report focuses on what respondents regard as being priorities when considering the future of bus services. It also looks at how important frequency and cost are in relation to bus services.

### 4.2 Priorities

When looking at what respondents consider priorities with the bus services in Gloucestershire, levels of agreement with each of the statements were varied:

- 91% agreed rural areas should prioritise getting more transport links; 4% disagreed
- 83% agreed that the priority should be to fund buses that meet essential needs; 8% disagreed
- 82% agreed the cost of supporting bus services should be affordable to the council; 6% disagreed
- 77% didn't mind if their bus was replaced with a mini bus / people carrier as long as there's transport; 15% disagreed
- 77% agreed tickets should be more flexible; 3% disagreed
- 60% agreed information on current journeys should be more accessible; 8% disagreed
- 49% didn't mind walking 10 minutes to the nearest bus stop; 38% disagreed



When looking at differences between subgroups, there were few differences of note:

- Those aged 71-80 (88%) were significantly more likely than those aged 40 and under (81%), 41-50 (75%), 51-60 (73%) and 61-70 (83%) to agree that the cost of supporting bus services should be affordable to the council in the long term.

- Those aged 40 and under (92%) were significantly more likely than those aged 51-60 (81%), 61-70 (79%), 71-80 (84%) and those over 80 (84%) to agree that the priority should be to fund bus services that address people's essential needs.
- Those without a disability (71%) were significantly more likely than those with a disability (52%) to agree that information on their current journey should be easily accessible via the web / mobiles. This is however probably more down to age than disability with a larger proportion of young people not having a disability.
- Male respondents (58%) were significantly more likely than female respondents (46%) to agree that they don't mind walking 10 minutes to the nearest bus stop.

The table below shows results by area. Results were varied throughout subgroups.

<b>% agree</b>	<b>Total</b>	<b>Stroud</b>	<b>Forest of Dean</b>	<b>Cheltenham</b>	<b>Cotswold</b>	<b>Gloucester</b>	<b>Tewkesbury</b>
<b>Rural areas should prioritise getting more transport links</b>	91%	87%	96%	90%	93%	88%	92%
<b>Priority should be to fund bus services that meet essential needs</b>	83%	85%	83%	83%	85%	89%	81%
<b>Cost of supporting bus services should be affordable to council</b>	82%	73%	81%	88%	82%	81%	86%
<b>Tickets should be more flexible</b>	77%	78%	74%	76%	76%	81%	77%
<b>I don't mind if my bus is replaced with a mini bus / people carrier as long as there's transport</b>	77%	80%	82%	65%	86%	66%	85%
<b>Information on current journey should be easily accessible</b>	60%	67%	59%	53%	60%	64%	63%
<b>I don't mind walking 10 minutes to the nearest bus stop</b>	49%	57%	54%	34%	60%	55%	57%

Those living in Cheltenham (88%) were significantly more likely than those in Stroud (73%), Forest of Dean (81%) and Cotswold (82%) to agree that the cost of supporting bus services should be affordable to the council in the long term. However, Cheltenham respondents (34%) were significantly less likely than all other areas (54%~60%) to agree that they didn't mind walking 10 minutes to the nearest bus stop.

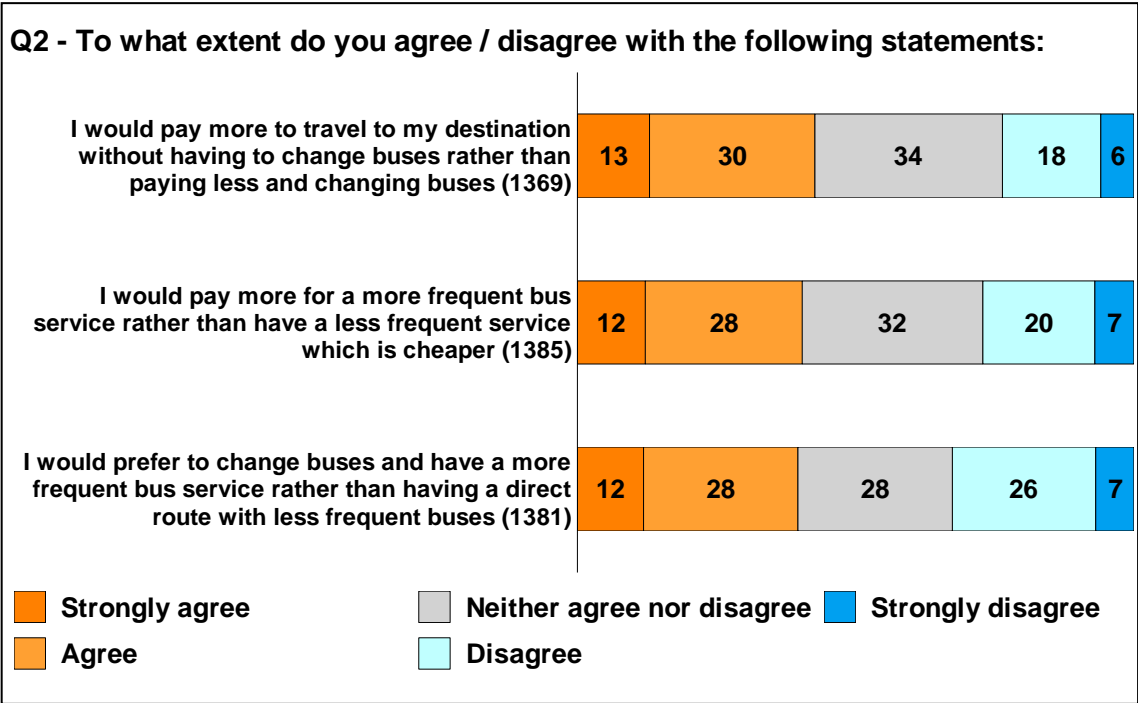
Respondents from Forest of Dean (96%) were significantly more likely than those in Stroud (87%), Cheltenham (90%) and Gloucester (88%) to agree that rural areas should prioritise transport to the nearest town / connection with a main bus route.

### 4.3 Frequency and cost

The chart below shows respondents' level of agreement with statements regarding frequency and cost. Generally speaking levels of agreement were fairly low:

- 43% agreed they would pay more to travel to their destination without having to change buses rather than paying less and changing buses (23% disagreed)
- 41% agreed they would pay more for a more frequent bus service rather than have a less frequent service which is cheaper (27% disagreed)
- 39% agreed they would prefer to change buses and have a more frequent bus service rather than having a direct route with less frequent buses (33% disagreed)

The percentage of respondents which said they 'neither agree nor disagree' was fairly high, therefore suggesting that respondents were fairly neutral when distinguishing whether frequency or cost was more important to them.



There were few significant differences of note:

- Those aged 61-70 (32%) were significantly less likely to agree that they 'would pay for more a frequent bus service rather than have a less frequent service which is cheaper' than all other age groups (39%~56%).
- Female respondents (45%) were significantly more likely than male respondents (39%) to agree that they would pay more to travel to their destination without having to change buses rather than paying less and changing buses.
- Those aged 41-50 were the most likely to agree with each of the statements regarding frequency and cost. This therefore suggests that they are more likely to regard frequency rather than cost as important compared to other age groups.

The following table shows results by area. Generally speaking results were mixed, for example those in Tewkesbury were the least likely to agree with the first two statements whereas those in Cheltenham were the least likely to agree with the last statement.

<b>% agree</b>	<b>Total</b>	<b>Stroud</b>	<b>Forest of Dean</b>	<b>Cheltenham</b>	<b>Cotswold</b>	<b>Gloucester</b>	<b>Tewkesbury</b>
<b>I would pay more to travel to my destination without having to changes buses rather than paying less and changing buses</b>	43%	45%	49%	39%	51%	39%	33%
<b>I would pay more for a more frequent bus service rather than have a less frequent service which is cheaper</b>	41%	46%	42%	38%	50%	35%	34%
<b>I would prefer to change buses and have a more frequent bus service rather than having a direct route with less frequent buses</b>	39%	43%	45%	33%	40%	37%	41%

When looking at levels of agreement on the other hand, those in Forest of Dean were the most likely to agree with the first and third statement whereas those in Cotswold were the most likely to agree with the second statement.

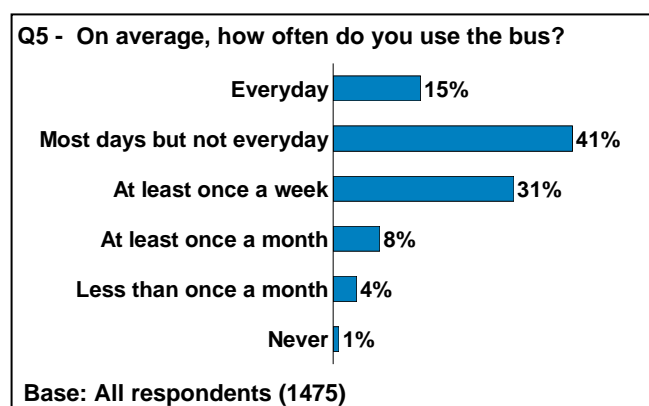
## 5 YOUR TRANSPORT HABITS

### 5.1 Introduction

This section of the report looks at how often respondents use buses, what they use them for, what journey they make most often, what ticket they normally use for this journey and how their transport habits would be affected if their current bus service no longer ran.

### 5.2 Frequency of bus use

15% of respondents use the bus everyday. 41% use the bus most days but not everyday, 31% use it at least once a week, 8% use it at least once a month, 4% less than once a month and 1% never use the bus.



Those aged 40 and under (44%) were significantly more likely than all other age groups (7%~30%) to use the bus everyday. Those aged over 60 were the most likely to say they use the bus most days but not everyday, or at least once a week.

Female respondents (44%) were significantly more likely than male respondents (33%) to use the bus most days but not everyday as were disabled respondents (43%) compared to non disabled respondents (27%).

The following table looks at how often respondents use the bus against what they normally use the bus for. As expected, those using the bus to get to work (42%) or school / college (36%) were significantly more likely than other groups to use the bus everyday and those using the bus to access health services, to go shopping / visiting friends and relatives used the bus service less frequently.

	Total	To get to work	To get to school / college	To access health services	To go shopping	To visit friends and / or relatives	Other
<b>Everyday</b>	15%	42%	36%	14%	13%	17%	15%
<b>Most days but not everyday</b>	41%	37%	48%	48%	43%	50%	41%
<b>At least once a week</b>	31%	13%	12%	31%	34%	26%	37%
<b>At least once a month</b>	8%	4%	3%	5%	8%	5%	4%
<b>Less than once a month</b>	4%	4%	1%	2%	2%	1%	4%
<b>Never</b>	1%	-	-	-	-	-	-

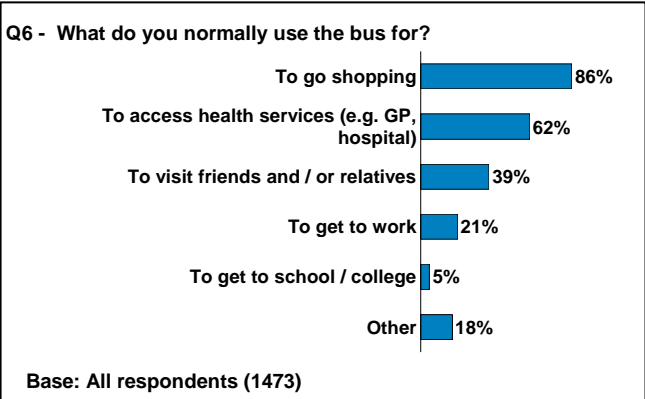


The table below shows responses across areas. Those in Gloucester tended to use the buses more frequently than other areas.

	Total	Stroud	Forest of Dean	Cheltenham	Cotswold	Gloucester	Tewkesbury
<b>Everyday</b>	15%	17%	17%	14%	12%	22%	8%
<b>Most days but not everyday</b>	41%	36%	40%	48%	33%	51%	43%
<b>At least once a week</b>	31%	33%	29%	31%	34%	21%	38%
<b>At least once a month</b>	8%	9%	10%	4%	15%	3%	6%
<b>Less than once a month</b>	4%	2%	3%	2%	5%	3%	4%
<b>Never</b>	1%	3%	1%	1%	2%	-	1%

### 5.3 Use of buses

86% of respondents used the buses to go shopping. 62% used the bus to access health services, 39% to visit friends or relatives, 21% to get to work, 5% to get to school or college and 18% for other reasons.



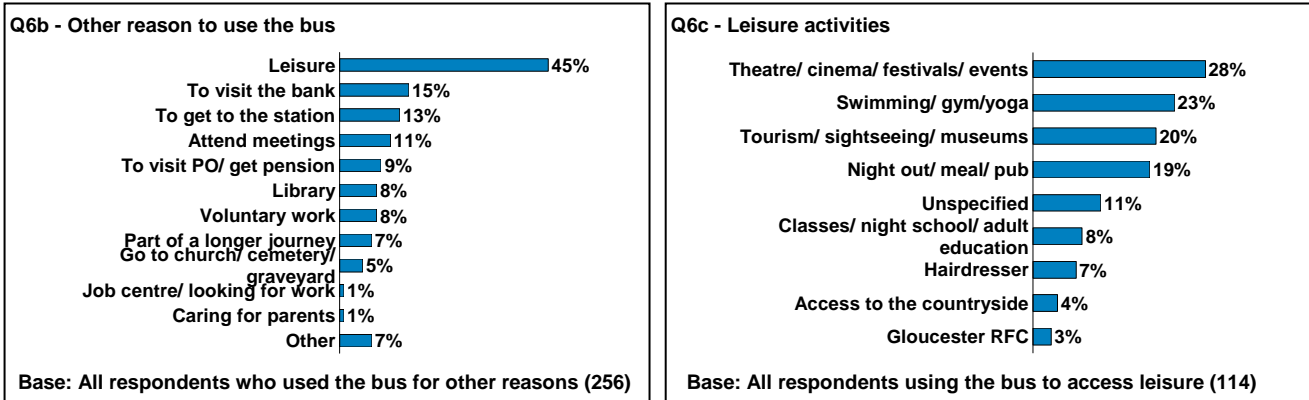
As perhaps expected, older respondents were more likely to use the bus to go shopping and access health services whereas younger respondents were more likely to use the bus to get to work or to school / college.

Female respondents (43%) were significantly more likely than male respondents (32%) to use the bus to visit friends and / or relatives or to get to work (23% vs 17%).

The following table shows reasons for using bus by area. Those in Cheltenham were more likely to use the bus to go shopping or access health services than those in other areas.

	Total	Stroud	Forest of Dean	Cheltenham	Cotswold	Gloucester	Tewkesbury
<b>To go shopping</b>	86%	82%	85%	92%	84%	75%	91%
<b>To access health services</b>	62%	51%	64%	74%	52%	51%	69%
<b>To visit friends and relations</b>	39%	40%	44%	39%	38%	40%	32%
<b>To get to work</b>	21%	26%	22%	15%	16%	36%	12%
<b>Other</b>	18%	23%	18%	23%	11%	13%	17%
<b>To get to school / college</b>	5%	7%	5%	3%	6%	8%	4%

Respondents who used the bus for a reason other than those listed were asked to specify what this was. 45% of these respondents used the bus to access leisure services, 15% to visit the bank, 13% to get to the station and 11% to attend meetings.



Due to the high proportion of respondents using the bus for leisure, further coding has been applied based on the type of leisure the respondent accesses using the bus. 28% of those using the bus to access leisure services / facilities were doing so for the theatre, cinema, festivals or events. 23% were using the bus to access swimming pools, the gym or yoga and 20% were using the bus for sightseeing or museums.

A selection of comments regarding the use of buses can be found below, a full list by area is available in the appendix.

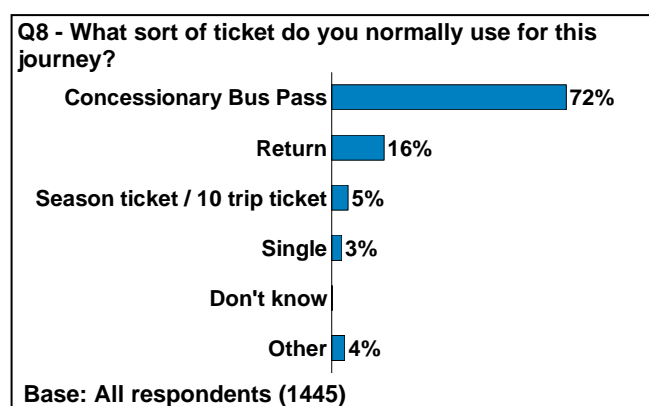
- Bank and Post Office.*
- Evenings, this helps people to socialise and not drink and drive*
- To get out of town for recreational purposes, i.e. to visit the countryside*
- To get to the railway station.*
- To reduce the use of my car, i.e. traffic reduction.*

Respondents were then asked what journey they made most often. Some of the most common journeys are listed below, a full list by area is available in the appendix.

- Berkeley to Bristol*
- Minchinhampton to Stroud*
- Stroud to Gloucester.*
- Newent to Gloucester*
- Upleadon to Gloucester.*
- Benhall to Cheltenham Town Centre*
- Charlton Kings to Cheltenham Town Centre*
- Bourton-on-the-Water to Cheltenham.*
- Cirencester to Cheltenham*
- Mitton to Tewkesbury.*

### 5.4 Ticket type

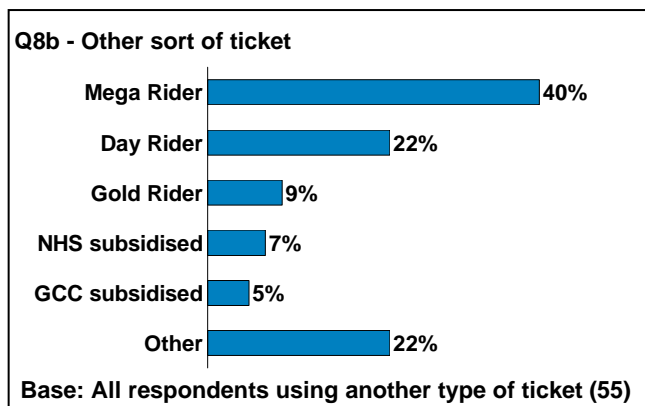
Nearly three quarters (72%) of respondents used a concessionary bus pass to make their journey. 16% used a return ticket and 5% used a season ticket / 10 trip ticket.



The table below shows results by area. There were few difference between areas, although those in Gloucester were significantly less likely than those in other areas to use a concessionary pass and most likely to use another type of ticket for their journey.

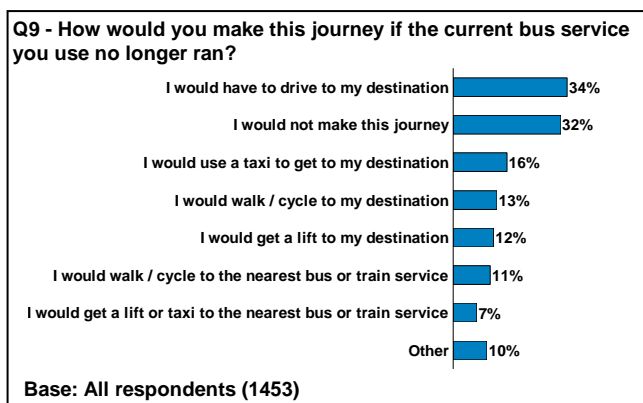
	Total	Stroud	Forest of Dean	Cheltenham	Cotswold	Gloucester	Tewkesbury
<b>Concessionary pass</b>	72%	72%	72%	81%	72%	59%	79%
<b>Return</b>	16%	17%	19%	7%	22%	15%	10%
<b>Season ticket / 10 trip ticket</b>	5%	4%	5%	4%	3%	8%	5%
<b>Single</b>	3%	2%	2%	3%	2%	4%	4%
<b>Don't know</b>	0%	1%	-	0%	1%	-	-
<b>Other</b>	4%	4%	2%	4%	0%	14%	3%

Of those who had a ticket other than those listed, 40% used a mega rider, 22% used a day rider and 9% used a gold rider.



## 5.5 Alternative transport

Respondents were then asked how they would make their journey if the current bus service they used no longer ran. Just over a third (34%) would drive to their destination, 32% wouldn't make their journey and 16% would use a taxi to get to their destination.



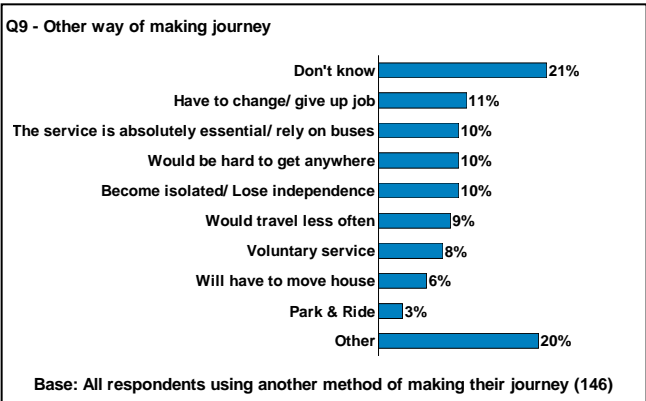
When looking at differences between subgroups, there were few significant differences of note:

- Those aged 71-80 (20%) and over 80 (29%) were significantly more likely than other age groups to say they would use a taxi to get to their destination if their current bus service no longer ran. Those under 40 on the other hand were the most likely to walk / cycle to their destination.
- Male respondents (44%) were significantly more likely than female (30%) respondents to have to drive to their destination. Female respondents on the other hand (36%) were significantly more likely than male respondents (26%) to not make their journey.

The following table shows results by area. Those living in Tewkesbury were significantly more likely than those in other areas to drive to their destination if the current bus service no longer ran. Those in Cheltenham however were the most likely to walk or cycle to their destination whereas those in Cotswold, Forest of Dean or Stroud were the most likely to say that they wouldn't make their journey. This is due to these being the more rural areas within Gloucestershire.

	Total	Stroud	Forest of Dean	Cheltenham	Cotswold	Gloucester	Tewkesbury
<b>Drive</b>	34%	26%	27%	35%	26%	34%	49%
<b>I wouldn't make journey</b>	32%	37%	39%	25%	39%	24%	29%
<b>Use taxi</b>	16%	16%	17%	17%	18%	16%	14%
<b>Walk / cycle to destination</b>	13%	9%	7%	21%	7%	17%	14%
<b>Get lift</b>	12%	15%	15%	7%	19%	11%	10%
<b>Walk / cycle to nearest bus / train service</b>	11%	11%	4%	19%	3%	17%	5%
<b>Other</b>	10%	18%	12%	9%	7%	14%	8%
<b>Get lift / taxi to nearest bus / train</b>	7%	11%	8%	6%	8%	4%	6%

Of those respondents who said they would use a method other than those listed to get to their destination if the current bus service no longer ran, just over one fifth (21%) of respondents did not know how they would make their journey and 11% said they would have to change / give up their job.



A selection of comments can be found below; a full list is available in the appendix.

*Don't know.*

*I fully rely on the above service to commute to and from work.*

*I would be stuck, unable to go to anything, as I don't have a car or enough money for a taxi.*

*I would have to move from area after 26 years.*

*I would probably have to give up my job*

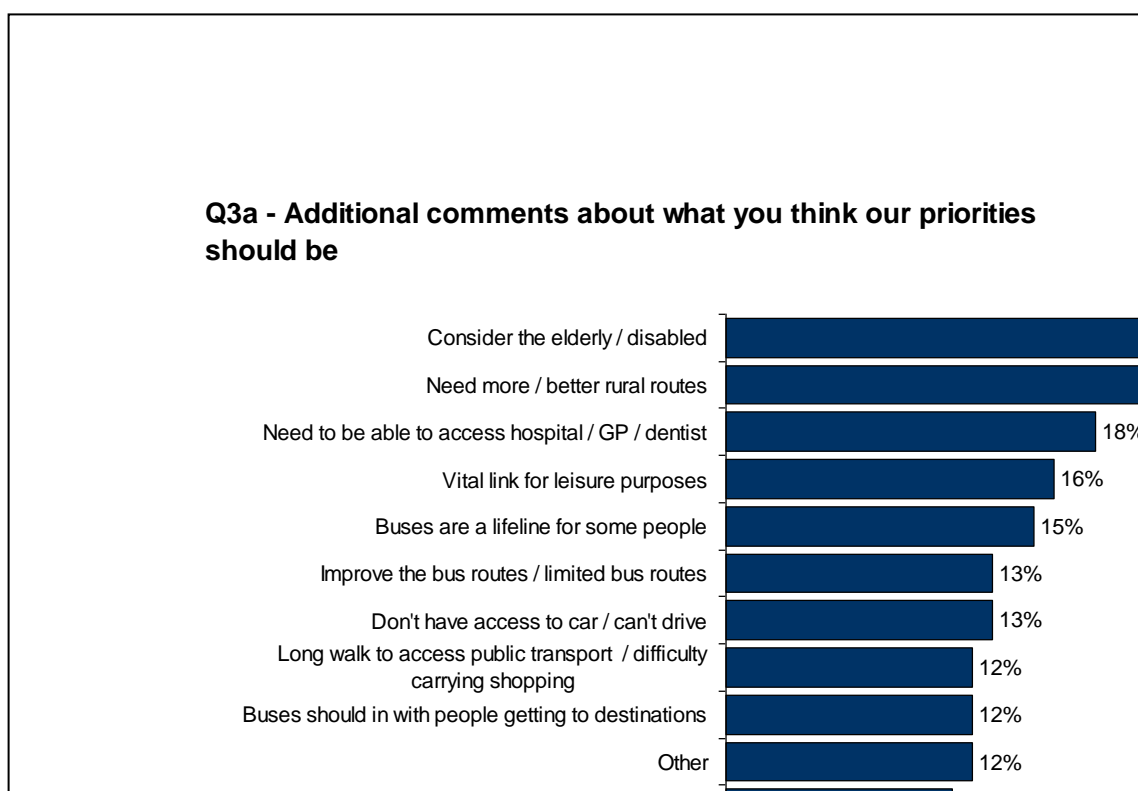
## 6 ADDITIONAL COMMENTS

### 6.1 Introduction

This section of the report looks at any additional comments respondents provided regarding the priorities when shaping the future of passenger transport in Gloucestershire.

### 6.2 Coded comments

The chart below shows the top 11 responses for this question. 22% of respondents commented on the elderly / disabled being priorities, 21% said they need more / better rural routes and 18% said they needed to be able to access the hospital / GP / dentist.



Female respondents (23%) were significantly more likely than male respondents (15%) to have mentioned considering the elderly / disabled, as were those completing the questionnaire on behalf of an organisation (50%) compared to individuals (20%) and older respondents compared to younger respondents.

Those completing the questionnaire on behalf of an organisation (40%) were significantly more likely than individuals (21%) to comment that more / better rural routes were needed as were those in the more rural areas of Forest of Dean and Cotswold.

A selection of comments can be found below, a full list by area is available in the appendix.

*All concessionary pass holders could pay a nominal 50p for whatever journeys they make.*

*All rural bus services should be safeguarded, not just country to town, but town to country as well.*

*Am not able to walk one mile into town so the buses are essential, low loaders would be easier. Cannot afford taxis.*

*Bus services are essential for me to commute to work and for many people to go about their daily business. Train services are infrequent and reliably late so do not offer a viable alternative*

*It is not clear which buses are to be considered. I use my bus pass a lot on commercial buses only.*

*If we are to stand any chance of persuading people to use their cars less, a reliable, frequent bus service is essential, even if the cost of its provision has to be met from local or central taxations.*

*Is there any way of cutting back on free bus passes so that people pay half fare? I have been on buses where I am the only fare paying passenger which seem ridiculous!*

*It would be more beneficial to customers to reduce the service than actually getting rid of it altogether.*

*More real time information at bus stops. I.E., when the next bus is actually due not when the timetable says it should be due.*

*Off peak buses currently running every 10 minutes, could be reduced to every 20 minutes providing buses stick to the changed timetable*

*Public transport is necessary and must be maintained at any cost*

*The bus service that I use is there because we have no Post Office or pharmacy. We rely on this bus to take us into Tewkesbury and back.*

*Transport should be available to everyone. Many people cannot walk 1/2 mile, particularly when carrying heavy shopping. Not everyone has access to a car and do not have family to help them. Everyone pays Council Tax so all must be treated fairly, not just certain areas/estates.*

*We are always being told to use public, rather than private, transport - so we need provision of good and efficient public transport to do this, especially for elderly people as it is the only way to get around.*

*We have an excellent service now and it does not need too much adjustment.*

*We use the service from Gretton to Cheltenham which operates only once a week, on a Tuesday. This service is used by village residents who do not own a car.*