

## Parish Council Bus Service Survey

At the meeting organized by Dan Norris to discuss local bus services on 21 September, we noted plans to issue a questionnaire survey to Parish Councils to identify the challenges and opportunities for local bus services across the region.

If you have views on local bus services that you would like to share with officers at the Combined Authority, we would be grateful if you would complete this short questionnaire and return it to:

[Transport.Operations@westofengland-ca.gov.uk](mailto:Transport.Operations@westofengland-ca.gov.uk) by Tuesday 4th October.

## Bus services operating in the West of England

Most of the bus services operating in the West of England are ‘commercial services’ run by private businesses for profit.

The Combined Authority has little influence over these services. However, we work with the bus companies to improve journeys through improved bus priority, bus stops, electronic real-time information, and publicity.

On commercial services, the Combined Authority has no direct control of the route, timetables, or fares. It does however improve the infrastructure - such as bus stops and bus lanes.

The Combined Authority does not pay anything towards keeping these services running except reimbursing bus companies for free travel by concessionary fare cardholders, which is a government requirement.

A relatively small number of bus services are financially supported by the Combined Authority for the following reasons:

- At times when commercial operators claim services or parts of services are unprofitable such as: routes with low passenger numbers, early morning services, late evening services and Sundays.
- On routes which are deemed to be socially necessary or help connect commercially operated routes e.g., hospital or shopper services.

These financially supported services are known as Supported Bus Services.

## Question 1

**Please state which Parish Council you are representing?**

Parish Council: Thornbury Town Council

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Contact Name: Kath MacConnachie

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Contact Details (email address): thornburytowncouncil.gov.uk

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## Question 2

**Thinking of the bus services which serve your Parish area, do you have any suggestions on how to improve these services (Please include the service number in your response)?**

Reinstate the and adjust the T2 route to ensure connectivity between Thornbury, The Mall, and Filton College. Possibly change route to be Thornbury, Filton College, The Mall, Southmead Hospital, Bristol Parkway, Thornbury.

## Question 3

**Which of the following improvements would encourage your residents to use the bus service more often? (Please tick as many as apply)**

- It was more frequent and less crowded
- Earlier start/later finish
- Cheaper fares

## Question 4

### **Do you have any suggestions for new services which would help residents in your area?**

When describing potential new service, please include reference to the following:

- Area served (please include a map if easier)
- Stopping points
- How often would the service operate
- Who might use the service and for what purpose

Routes which connect Thornbury to the Mall and Parkway station and, of most importance, Southmead Hospital

**Thank you for your suggestions**