



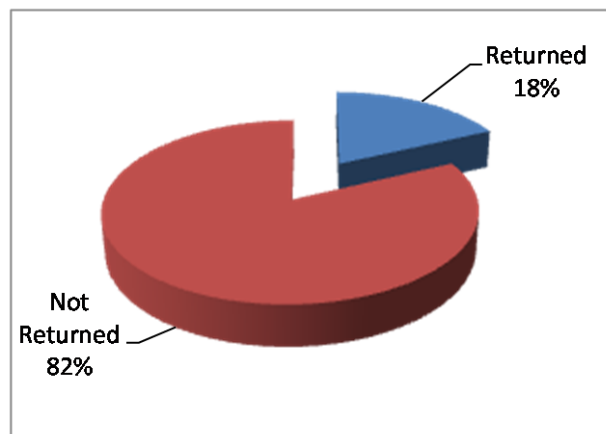
Stratford upon Avon Town Council

Number 19 Bus Service Questionnaire

February 2011

There have been some issues regarding the introduction of the new timetable and route for the number 19 bus, operated by Stagecoach. During February, with input from residents, the Town Council sought to help resolve these issues by conducting a midweek passenger satisfaction survey, and will present the findings to Stagecoach. Several ward councillors delivered the questionnaire to each residence on the route and collected completed questionnaires which were left sticking out of participants' letter boxes between 3pm and 6pm on the following Saturday. Some questionnaires were independently delivered to the Town Hall before the closing date of 21 February, 2011 and were included in the survey results.

There were 1874 surveys issued of which 337 were returned. Two returns came in several days after the survey closed and have not been included.



The 'base' of each question is the number of households which responded to that question.

Where freeform comments have been provided against particular questions, an analysis of the frequency of like for like comments has been included as a number rather than as a percentage.

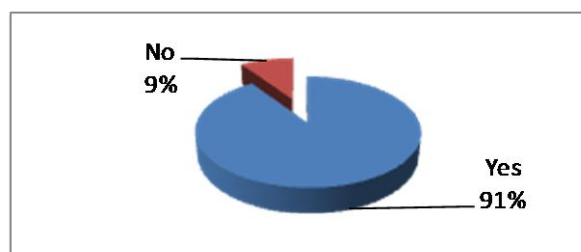
Additionally, the Jubilee Club has submitted a signed but undated petition by 51 members in support of:

We the undersigned wish to make known our discontent with the local bus service, namely the 19 and 222, these services do not take into account any thought for the elderly. Access to a number of shops in the town are now out of reach, with the difficulty of having to take shopping back to Wood Street to catch a bus.

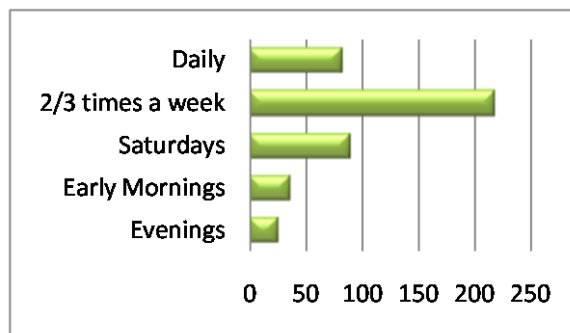
Street Return Analysis

Alcester Road	9	Glebe Road	10	Mount Crescent	5
Avon Brook Close	10	Hathaway Green Lane	18	Packhorse Road	3
Baker Avenue	11	Heather Close	2	Redlands Crescent	5
Beecham Walk	1	Hill View	5	Sackville Close	9
Bishops Close	10	Hillside Close	3	Sevincott Close	2
Bromford Way	1	Hillside Road	6	Shelbourne Road	23
Brookside Close	1	Holbrook Road	2	Sidelands Road	1
Brookside Road	9	Holly Walk	12	South Green Drive	14
Chesford Grove	6	Lea Close	7	Trevelyn Close	2
Drayton Avenue	28	Lodge Road	19	Trevelyn Crescent	23
Drayton Close	10	Ludford Close	1	West Green Drive	19
East Green Drive	7	Masons Road	8	No Address but from G&H	4
Fairfield Walk	4	Meadow Close	12	No Address but from MP	10
Gifford Walk	5				

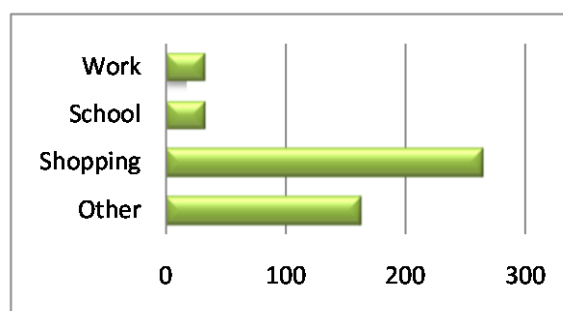
Q1 Do you use the number 19 bus ? – **Base 337**



Q2 How often ? - multi choice - **Base 304**

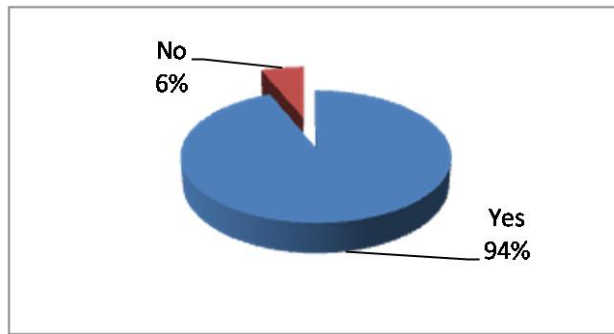


Q3 Where do you travel to on the bus ? - multi choice – **Base 305**

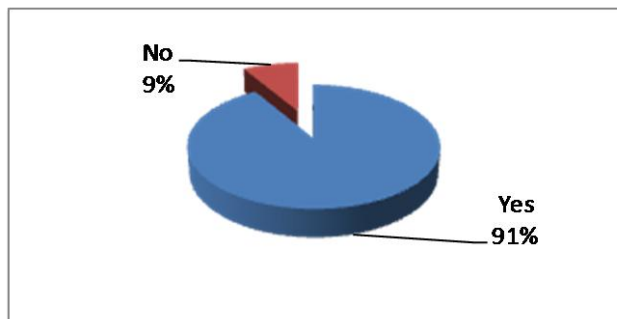


Q4 Would you prefer the bus service to continue it's journey into

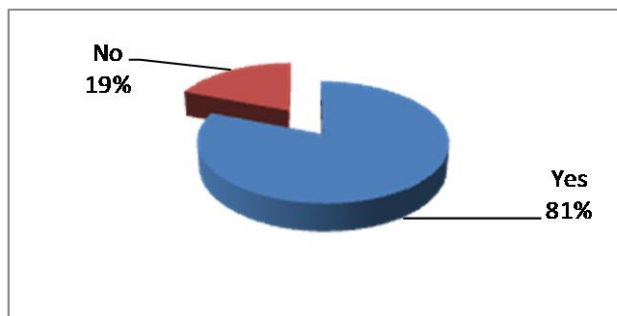
Bridge Street – **Base 275**



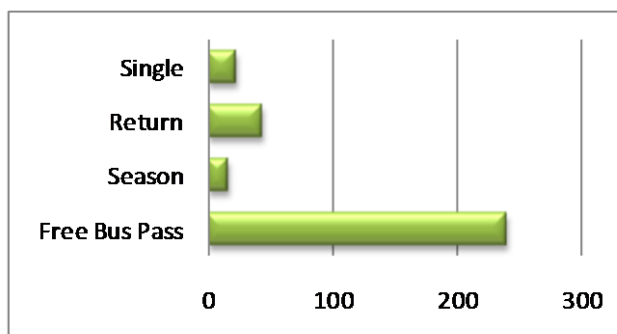
Maybird Centre – **Base 269**



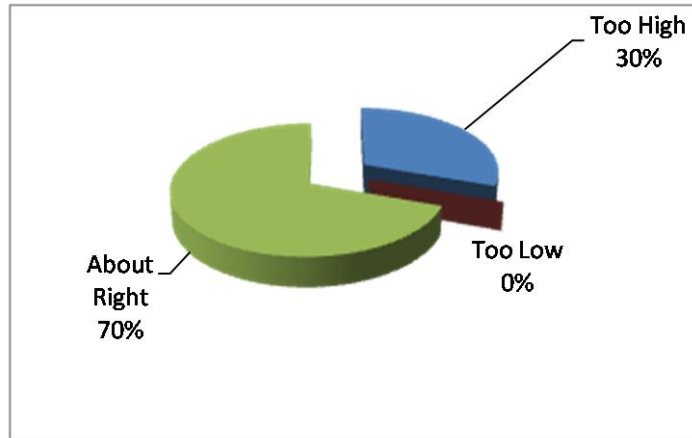
Q5 Are you concerned that the number 19 bus route only visits Morrisons and not Tesco's or the Maybird Centre – **Base 300**



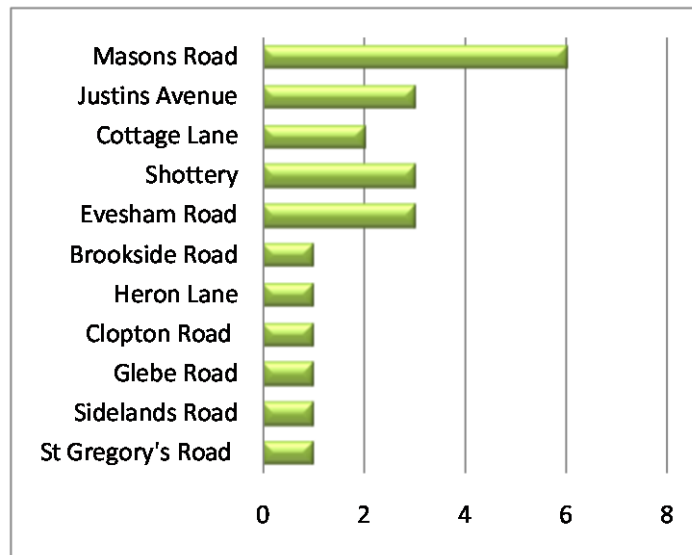
Q6 What ticket do you normally use for your bus 19 travel – multi choice – **Base 301**



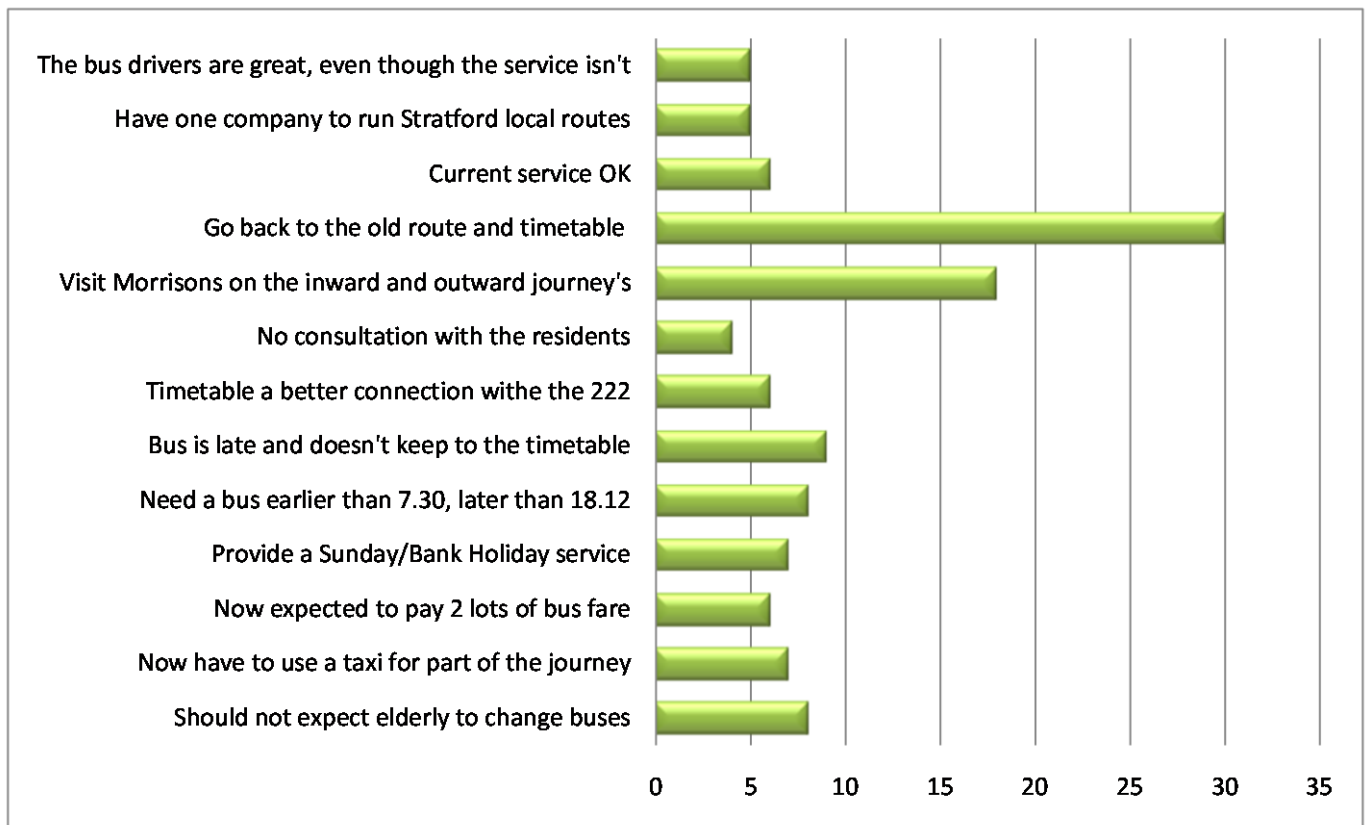
Q7. Stagecoach operates the number 19 service commercially with no local subsidy. With this in mind, are the resulting fares to the Maybirds Centre ? – **Base 138**



Q8 Please list any roads that you consider should be serviced by the No 19 – **Base 23**



Last Content Analysis of the free form comments on points not covered in the questions – **Base 67**



In general, there appears to be a great deal of concern that with the implementation of the revised service, the 'elderly' are not able to go directly to the Maybird Centre or Bridge Street without walking, catching another bus or taking a taxi. 80% of the passengers surveyed have free bus passes and consider this service something of a 'life-line'. Consequently, a major concern is the burden of extended travel and the additional cost to these passengers, particularly during inclement weather, who are having to take a taxi or wait for a second bus because they are not able to walk these distances, especially when carrying heavy shopping.