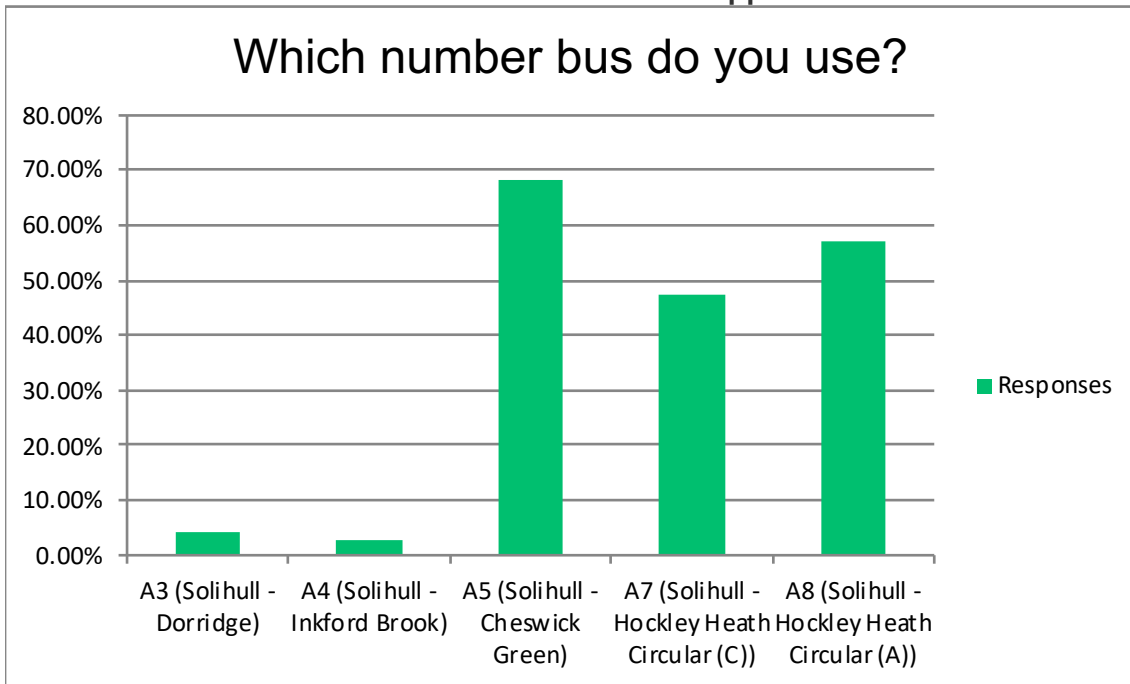


# Local Bus Survey

## Which number bus do you use?

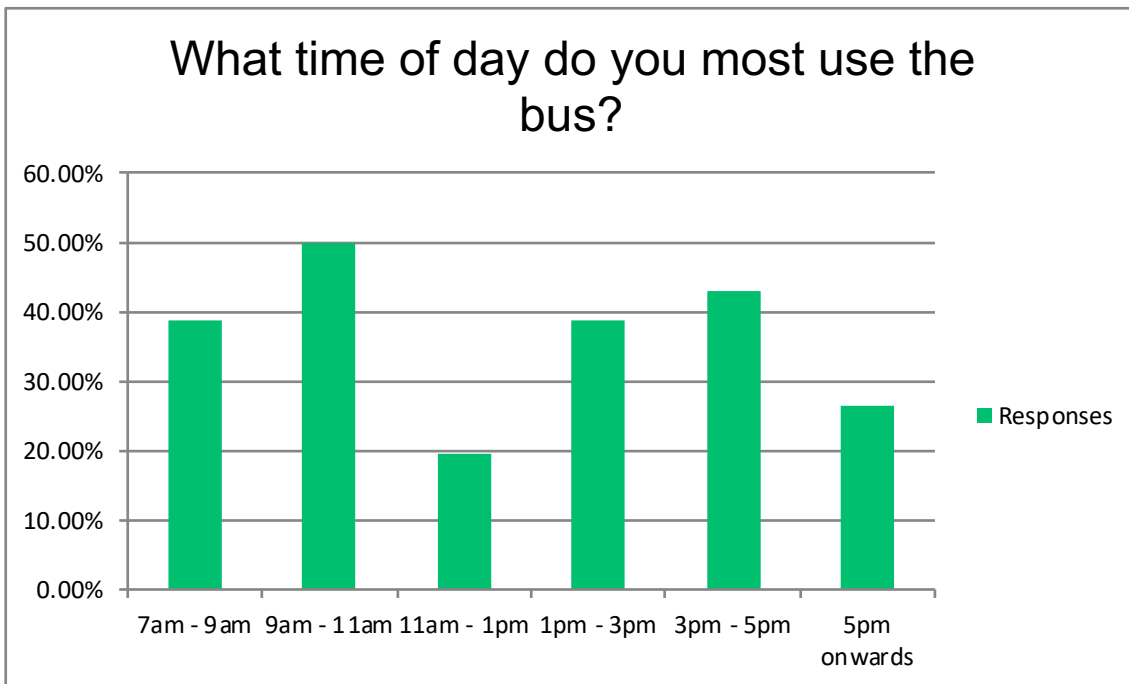
Answer Choices	Responses	
A3 (Solihull - Dorridge)	4.17%	3
A4 (Solihull - Inkford Brook)	2.78%	2
A5 (Solihull - Cheswick Green)	68.06%	49
A7 (Solihull - Hockley Heath Circular (C))	47.22%	34
A8 (Solihull - Hockley Heath Circular (A))	56.94%	41
<b>Answered</b>		<b>72</b>
<b>Skipped</b>		<b>1</b>



## Local Bus Survey

### What time of day do you most use the bus?

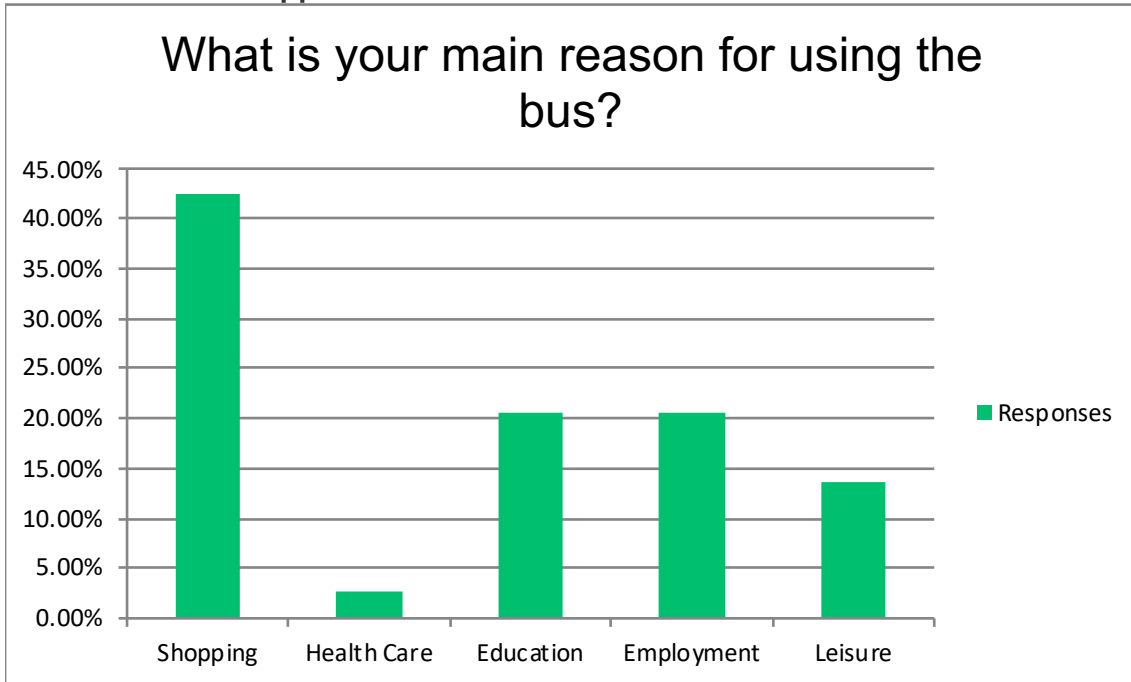
Answer Choices	Responses	
7am - 9am	38.89%	28
9am - 11am	50.00%	36
11am - 1pm	19.44%	14
1pm - 3pm	38.89%	28
3pm - 5pm	43.06%	31
5pm onwards	26.39%	19
<b>Answered</b>		<b>72</b>
<b>Skipped</b>		<b>1</b>



## Local Bus Survey

### What is your main reason for using the bus?

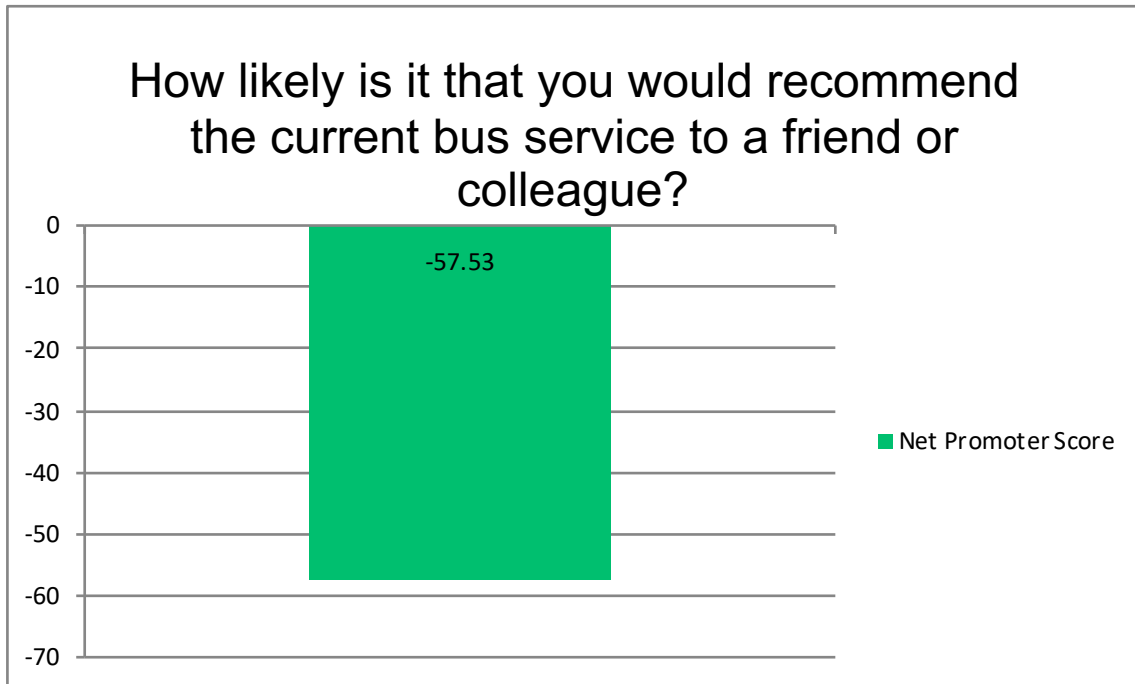
Answer Choices	Responses	
Shopping	42.47%	31
Health Care	2.74%	2
Education	20.55%	15
Employment	20.55%	15
Leisure	13.70%	10
<b>Answered</b>		<b>73</b>
<b>Skipped</b>		<b>0</b>



## Local Bus Survey

How likely is it that you would recommend the current bus service to a friend or colleague?

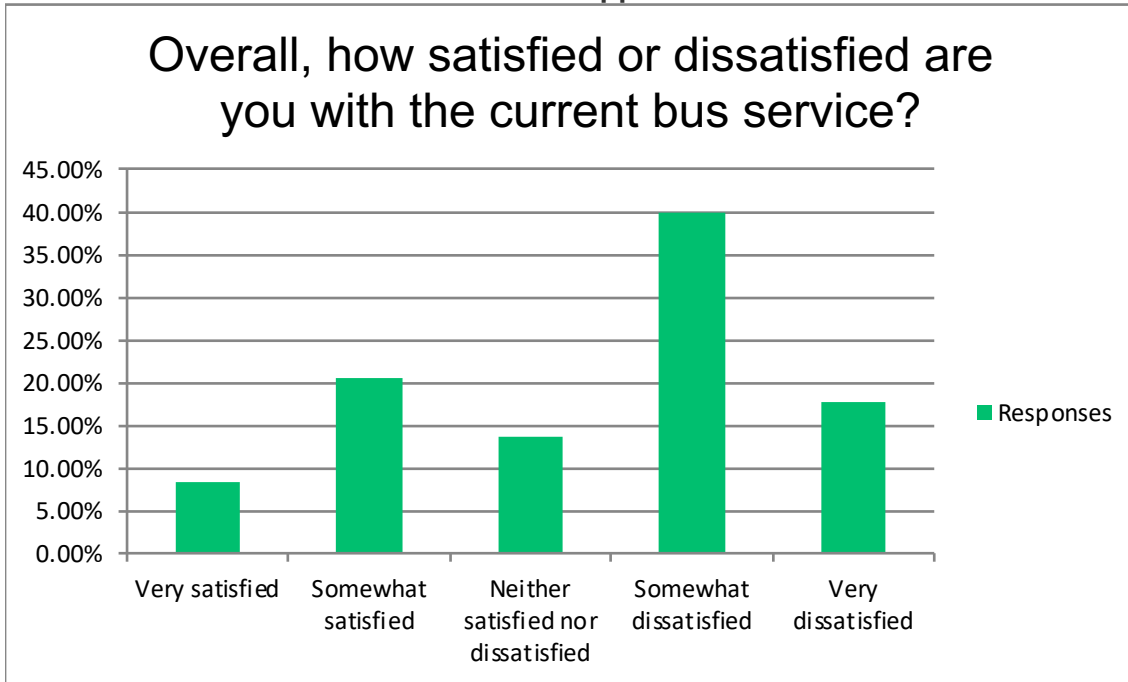
Detractors (0-6)	Passive (7-8)	Promoters (9-10)	Net Promoter Score
68.49%	20.55%	10.96%	-57.53
50	15	8	
		<b>Answered</b>	<b>73</b>
		<b>Skipped</b>	<b>0</b>



## Local Bus Survey

**Overall, how satisfied or dissatisfied are you with the current bus service?**

Answer Choices	Responses	
Very satisfied	8.22%	6
Somewhat satisfied	20.55%	15
Neither satisfied nor dissatisfied	13.70%	10
Somewhat dissatisfied	39.73%	29
Very dissatisfied	17.81%	13
<b>Answered</b>		<b>73</b>
<b>Skipped</b>		<b>0</b>

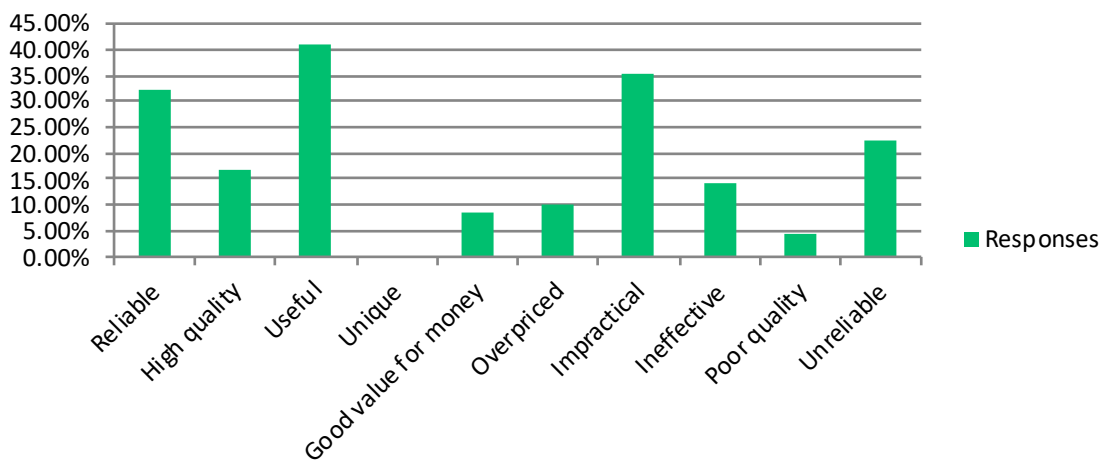


## Local Bus Survey

**Which of the following words would you use to describe the current bus service?  
Select all that apply.**

Answer Choices	Responses	
Reliable	32.39%	23
High quality	16.90%	12
Useful	40.85%	29
Unique	0.00%	0
Good value for money	8.45%	6
Overpriced	9.86%	7
Impractical	35.21%	25
Ineffective	14.08%	10
Poor quality	4.23%	3
Unreliable	22.54%	16
<b>Answered</b>		<b>71</b>
<b>Skipped</b>		<b>2</b>

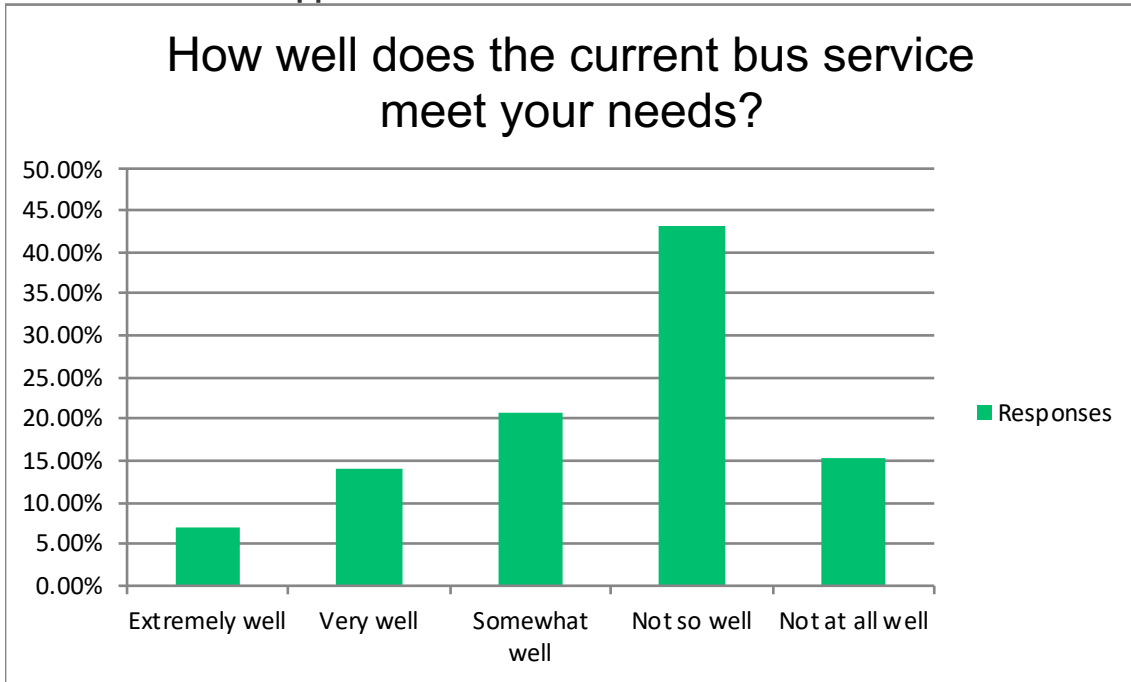
**Which of the following words would you use to describe the current bus service?  
Select all that apply.**



## Local Bus Survey

### How well does the current bus service meet your needs?

Answer Choices	Responses	
Extremely well	6.94%	5
Very well	13.89%	10
Somewhat well	20.83%	15
Not so well	43.06%	31
Not at all well	15.28%	11
<b>Answered</b>		<b>72</b>
<b>Skipped</b>		<b>1</b>



## Local Bus Survey

### Who is your Local Bus Service Operator?

Answered 65

Skipped 8

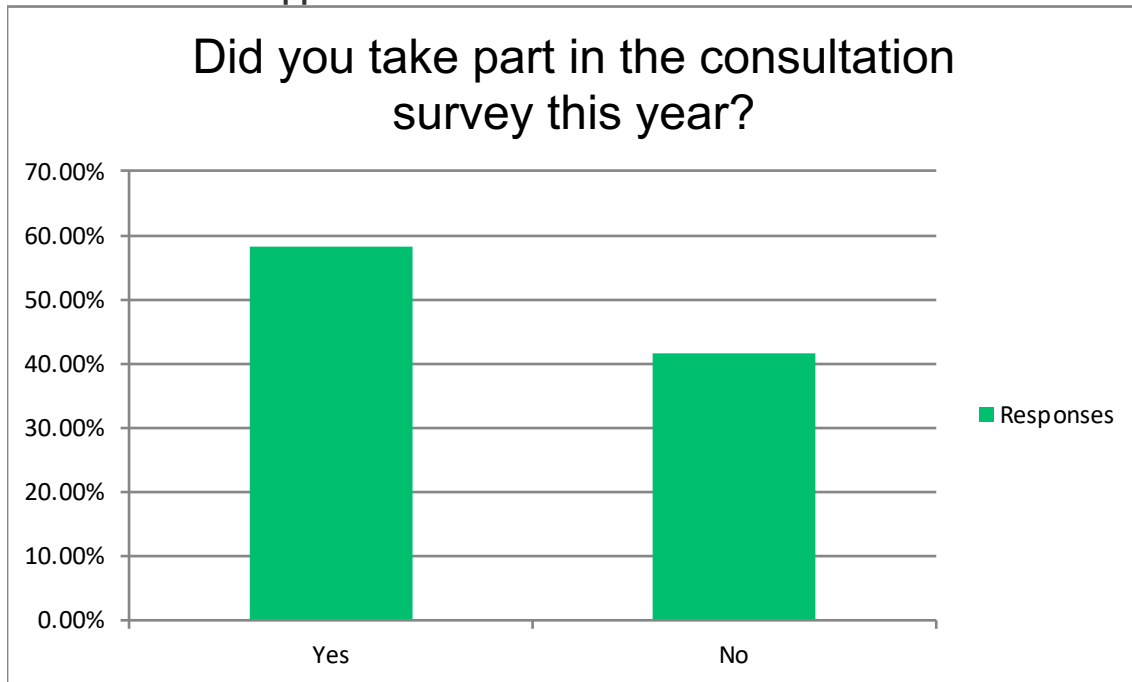
W	1
Don't know	1
Landflight and Johnsons	1
Flight	1
Landmark	1
?	1
Diamond	2
Landline	1
Landflight/Network West Midlands	1
Landflight	54
Flightland	1



## Local Bus Survey

### Did you take part in the consultation survey this year?

Answer Choices	Responses	
Yes	58.33%	42
No	41.67%	30
<b>Answered</b>		<b>72</b>
<b>Skipped</b>		<b>1</b>



## Local Bus Survey

### Do you have any other comments, questions, or concerns?

Answered	49
Skipped	24

Buses need to go back to going through the villiage and also be more often than hourly also people with bus passes have to pay an extra £2.40 which seems unfair as his is the only buses that can be got to the villiage

A bus should run through the village more often than current. With mobility issues going to Creynolds Lane is no good.

I am on crutches and will be for the foreseeable future and now I have to hobble all the way down to Creynolds lane to catch a bus. There is one at the end of my road but the buses no longer come through the village. I have a leg brace on preventing me from wearing long trousers so to be standing at a bus stop, on a main road, with no shelter in this weather, quite frankly is inhumane!

There is too long a gap in the morning between bites from cheswick green to solihull. One comes at 07:37 and then there isn't another one until 08:52 (which is often late). This means I either get into work really early or really late. There needs to be another bus in between at approx 08:15. Also the other services that go around the outside of the village a7 and a8 (approx 15 min further walk away), come within 5 minutes of the a5, making it impossible to get the other buses if the a5 is late or you miss the bus. It would be better if these buses (which are all hourly) came at staggered times so that we would have a service to solihull every half an hour/20 mins like we used to!

It is great to have a bus serving more of the parish of Cheswick Green. Remember that Blythe valley residents need public transport!

Taking the A7/A8 out of the centre of the village has made it less likely that I will use the bus as regularly as I have in the past. The A5 is only an hourly service, and it is difficult to get to the A7/A8 bus stops on Creynolds Lane, especially when the road is busy with traffic. If the parking outside the school is an issue, then that is what should be solved, rather than unnecessary changes to the bus routes!

Would like a stop nearer the junction of Cheswick Way and Creynolds Lane end nearest Stratford Road

Why don't they all go to cheswick shops

Inconvenience of bus stops Time taken to get to Solihull

There needs to be an additional bus in the morning between the current times of 7.37 and 8.52 (approx times)

Some days I'm told its only £1.50 into Solihull, another day it's £2.40 or its the same on the way back. I think the drivers need to display pricing or all know how much it is.

Yes. My children would all use the A4, but the timing of the return service renders it unuseable as they have an hour wait in solihull before they can start to come home. School finishes at 3pm, but the A4 doesnt leave till 4pm.

My concern is that the bus service to Cheswick Green appears to be getting less and less frequent

Need a half hourly service again

Bus arrives earlier than timetabled on occasions. Times of busses is not user friendly around 4-6

Cheswick green needs a bus service that is reliable and one that doesn't keep changing routes and numbers every couple of weeks its ridiculous!

Just needs to be through cheswick Green and early on 7to 9 every half

No

Because the 7/8 bus does not go into cheswick green village it is very dangerous and quite a distance to get to a bus stop on creynolds lane for many oaps .

The buses often turn up late in a morning and I regularly miss my connecting train. Also the hourly service does not work during peak times as often I finish work and just miss a bus meaning an hour wait. I can't even get the A8 and walk from Creynolds Lane as this bus leaves just after the A5 and the stops by the train station are at different ends. Very frustrating and poor service

Would like every 1/2 hour Rather than once an hour

The service to Cheswick Green since the loss of the No4 service has gradually got worse and worse. I work in Birmingham and struggle every day with this bus service to the point I often have to use other methods (lifts, walk to other services) it does not service my working hours at all and I am 100% reliant on public transport

Very cross when bus doesn't turn up especially when you're meeting friends

The needs of students attending the college and schools on Blossomfield rd are not being met

We need a more regular service for direct routes at peak times. Students are penalised.

We just want a reliable bus service that actually serves the whole of Cheswick Green. We don't want to walk off the estate to catch a bus especially if you are elderly and mobility is not good.

Hourly service means I get to work 50 minutes early reduction of services in late afternoon is problematic not even an hourly service gone from half hourly

Buses run early too often. Big gaps around 15.00 to 18.00

Would prefer A7/A8 service half hourly.

The times for the buses are shocking. I'm in for work far too early and get home far too late

The buses do not run at appropriate times for college. Two buses come within a few minutes of each other around 7.45 with no further bus till after 9am.

We have to have a frequent reliable bus service

Much better reliable service than previous company

There is not a big enough gap between the A5 and A8 serving Cheswick Green

Would prefer A7 and A8 to come into Cheswick Green Village centre. A time gap of 30 minutes between the A5 and A7/8 would be more acceptable

Needs to get much better

Extremely happy - only wish it was a more regular service especially around school times.

The A5 is reliable and on time but would like the A7 and A8 to pass through Cheswick Green as the bus stops in Creynolds Lane and Watery Lane are not suitable to stand and wait.

The buses don't run often enough to be convenient

A7 and A8 don't run through Cheswick Green have to catch on Creynolds Lane. Current buses often overshoot bus stop meaning you have to walk through wet grass verge when getting on and off impossible if you have mobility issues. Also have to cross 40mph road near bend to catch bus into Solihull. No bus shelter and no space to stand if more than 2 people waiting. Current services run too close together A5 and A8 to get into Solihull 2 buses in 15 minutes then nothing for 45. Bus gets into Solihull too late for work meaning having to get earlier bus and waiting around a long time before work starts

Too many changes to time table

The a7/a8 not coming through the village of Cheswick green, I have mobility issues & to get to Creynolds Lane is not practical so have to rely on A5 but this is only once an hour

It takes an hour to get from Wythall to Solihull. That is ridiculous- Solihull is 6 miles away!

No A7 or A8 through Cheswick and timing of buses not good as A7 timing almost the same as A5 so just an hourly service for Cheswick with first bus for pensioners at 10 o'clock also two diversions to Dickens Heath within 10 minutes is unnecessary as they also have an A 4

Main concern is the lack of service in Cheswick Green to get young people to college or school on time. There are 2 buses at the same time in the morning (7.40 and 7.45) which get to college far too early and the next one gets them there too late. My son has started either walking all the way to college instead which takes over an hour (not practical in the winter) or relying on lifts. He also has the same problem when coming home - often having to wait 40+ mins for a bus and then resorting to the hour walk home instead. We are paying for a bus pass for an inferior bus service which he often doesn't use because of the bus timings. We had no such problems with the previous service.

Na

Buses need to run through Cheswick Green, at times to suit secondary schools

The current bus service serving Cheswick Green is not frequent enough . The A7/A8 needs to be going through the estate. In my opinion the A7/A8 and A5 need to be combined into one route

Need to be every hour also need monthly ticket as costing me too much money use service 5 days