

Summary of Responses**Overview**

The survey was kept deliberately brief and simply in the hope that this would encourage people to respond. Sadly, only 20 completed surveys were returned. Of those, almost all have never or very rarely used the bus or ever intend to, and the most common complaints are that the bus does not run frequently enough or at the times of day they are wanted. More than one respondent complained that turnaround time for a visit to Barnstaple was too short.

The Responses**1. Where do you live?**

17 (85%) of respondents live 'in the village'. 3 (15%) live 'elsewhere'. These 3 were all from one household. Whether people live 'just round the corner' or over a mile from the bus stop made little difference to whether they use the bus service or not, although the few who do live within 200 metres of it.

2. How many vehicles in your household?

Only 1 respondent does not own a vehicle and uses the bus three times or more each month. All other respondents owned at least one car or van. The only other bus user also runs 1 car.

1 vehicle – 6

2 vehicles – 7

3 vehicles – 3

6 vehicles – 1

In total, the 20 respondents own 35 vehicles (including 4 farm vehicles)

3. How many times a month do you use the 372 bus into Bideford?

17 (85%) said they never or very infrequently use the bus. 3 (15%) use it three or more times a month. Two of these were from the same household. None of the respondents use the bus only once or twice a month. The inference seems to be that, if you are a bus user it is because you are unable or unwilling to use your own transport and use the bus as often as you can. If you are not normally a bus user, you use it as infrequently as possible, and for most people that is never.

4. Does the time of the 372 bus service suit you?

This threw up one or two interesting results:

Yes – 10%

No – 50%

N/A or no response – 40%

One respondent said that the time suited them, but they never use the service. One household that uses the service three times or more each month said that the times did not suit them. Many respondents who said they never use the service did not respond to this question or explain why they did not use it. Of the 10 who left comment, 5 complained about the short length of time for any shopping/lunch etc in Barnstaple before having to make the return journey. One complained about the long wait for a return trip (possibly when visiting Bideford). One would like to see an evening service.

5. Would you use the bus more often if it ran more frequently?

- | | |
|---------------------------------------------|-----|
| - No | 45% |
| - More times each day? | 40% |
| - More days each week
(still once daily) | 15% |
| - On a Saturday? | 20% |
| - Other? | 10% |

These results do not add up to 100% because respondents were asked to tick all that applied. Roughly half would still not use the bus service at all if it ran more frequently. It would be rash to make too many assumptions from this small sample, but it seems that, if the bus ran more times each day, there could be a significant increase in usage. Only 15% might be tempted to use it if it ran more days of the week but still only once per day.

6. Reasons for answers to question 5

- Less reliance on cars and parking
- Not convenient to just pop in to Bideford. Too short or too long in Barnstaple
- Would mostly use cars but a better service might suit us
- Too old to change cars now so need a better bus transport so we can get rid of cars my age 75 years
- I tend to go to Torrington or Bradworthy rather than Bideford
- Easier to use van
- Still able to drive
- Have thankfully never needed to catch a bus. Can drive, and even though fuel prices increasing will hopefully always use own transport for ease of use as and when required for work and leisure.
- Never use - no need to
- Many elderly cannot drive anywhere, need to get to hospital or surgery. Quite often only way to get in shopping. Can't afford taxis.
- I do not drive so need the bus to see friends and shop. Not time to do both at the moment.

- Not to spend so much time out. Not to spend 3 hrs 10 mins in Bideford
- Still need car for hospital trips
- A car is easy to make decisions about time and place to visit not restricted by bus times
- We would use the service for socialising in Bideford on weekends
- We may use it if it came back at 8 or 9 pm as we could go into Bideford to drink/eat.
- A midweek bus, possibly Wednesday. On Bank holidays we are reduced to 1 bus a week.

7. Do you own an electric vehicle (not a hybrid)?

100% No

8. If yes, where do you recharge it?

N/A

9. Are you considering buying an electric vehicle?

4 (20%) of respondents said that were considering it. One said that it would not be for a couple of years. Comments from those not considering an electric vehicle at present include concerns about how to charge them, the prohibitive cost and the length of journeys they are capable of.

10. Do you have anything you'd like to add about transport issues in the parish?

- The bus will never be used properly unless it suits work patterns to a degree
- Better access on Orleigh Hill. Needs widening or pull-ins.
- You need a municipal car park for village visitors and overspill. Most houses have 2 cars. You could charge a fee. £1 a day, e.g
- Although we don't use the bus into Bideford, we would most likely use it in the future when our circumstances might change. At the moment, two of us manage successfully with one car but a bus is a very valuable village asset.
- Parking at school junction
- Upkeep of unclassified roads always an issue - potholes, blocked drains, drainage, ditches.
- Parking issue with cars parked outside pub, making it too narrow for lorries for my business.
- Parking get out of hand. Too many vans in the village. Block views.
- It would be helpful to have the late bus running in the school holidays.
- Parking - not enough. Planners/Councils not listening to people's concerns re parking when planning new builds, or so it seems.
- It's a sad fact if you live in the country with no through roads public transport will never happen

Patrick Blossie

Parish Clerk

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