



DERBY CITY COUNCIL

**STANDARDS COMMITTEE
9 DECEMBER 2005**

ITEM 5

Report of the Director of Development and Cultural Services

Bus stops on Willowcroft Road, Spondon

RECOMMENDATION

- 1.1 To note the conclusions of the surveys undertaken into the location of the revised bus stop on Willowcroft Road, and note the conclusion that the new location provides the best solution overall, whilst acknowledging that a small number of people have been adversely affected by the change.
- 1.2 To inform the complainant that the Committee considers the complaint to have been dealt with satisfactorily, following the completion of the survey work.

SUPPORTING INFORMATION

Introduction.

- 2.1 On 23 September 2005, the Standards Committee considered a complaint that had been referred to them to consider as Stage 3 of the Corporate Complaints procedure. The complaint related to the re-siting of bus stops on Willowcroft Road and the consultation related to those changes. The complainant and the Council were given an opportunity to present their case to the Committee and ask questions of each other.
- 2.2 It was resolved:
 - To recommend the Director of Development and Cultural Services to carry out a full consultation exercise on the replacement of the two bus stops A and B on Willowcroft Road with bus stop C on the same road. Local residents, ward Councillors and users of the Spondon Flyer should be consulted, with the consultation exercise being concluded by the end of November 2005 to enable a report on the results to be made to the meeting of this Committee on 9 December 2005.
 - To ask the Director of Development and Cultural Services to consider, should the result be that bus stop C be retained, the construction of a bus lay-by at that point together with a barrier to deter children rushing from the recreational ground.
- 2.3 This report provides a summary of that work.

The surveys

2.4 Two main surveys were undertaken:

- A survey of residents within the area affected by the changes to the bus stops on Willowcroft Road. This was done by circulating a questionnaire to all 580 properties within the area shown on the plan in Appendix 2, during late October and early November. The questionnaire was developed by an independent consultant from a public transport consultancy. A copy of the blank questionnaire is also included in Appendix 2.
- A survey of users of the Spondon Flyer, which was undertaken by independent researchers commissioned jointly by the City Council and trent barton, as part of the Bus Quality Partnership arrangements on the Spondon Flyer. This was undertaken in late October. A copy of the blank survey form is in Appendix 2.

2.5 Ward councillors were also asked to comment on the changes and received a copy of the residents' questionnaire.

2.6 A pre-paid envelope was provided for return of the residents' questionnaire. The instructions requested that the questionnaire be completed on behalf of the individual receiving the form or another member of the household.

2.7 A prize draw was offered to encourage residents to respond to the questionnaire – those wishing to be included in the prize draw provided their contact details, including their home address, for receipt of any prize. The winning entries have now been selected at random, with a representative from trent barton drawing the winners from the responses we received, overseen by a representative from the Corporate Services Department. Two payments of £25 will be made shortly.

2.8 Throughout the process my officers have kept the complainant informed of progress. They have visited the complainant and discussed the draft questionnaire with him. The complainant has identified issues which he believes could flaw the analysis of the survey results. Consequently, officers have reviewed how we have analysed the responses and the comments that people have provided to question 9, which seeks general comments about the issues.

2.9 Some problems were encountered with distribution to some flats on Bamburgh Close, but the complainant notified us about the gap in distribution and helped us to reach these properties well within the timescales for responding. Although a deadline for response had been set, we did continue to accept any late responses, although in the event very few arrived after the deadline.

2.10 The complainant also expressed concern about our omission of Leeway, Greenbank and Silvey Grove from the questionnaire's distribution area. Whilst officers felt this area was too far from the bus stops on Willowcroft Road to be significantly affected by the new bus stop, we did add the area to the survey area whilst ample time was available for people to respond. In the event, we received seven responses from these streets.

Results of the residents' questionnaire survey

- 2.11 Appendix 3 contains a detailed analysis of the results, including a summary of the responses to each question, graphs and tables showing how people responded and a full list of all comments that we received.
- 2.12 A total of 187 responses to the questionnaire were received – a response rate of 32%. Responses were received from the following streets in the survey area:

Willowcroft Road	27	Drury Avenue	4
Cambridge Street	24	Station Road	4
Vancouver Avenue	16	Leeway	3
Lodge Lane	14	Silvey Grove	2
Nottingham Road	13	Greenbank	2
Bamburgh Close	9	Platform Court	2
Kirk Leys Avenue North	7	Oakfields Grove	1
Kirk Leys Avenue South	7	No address details	46
Willowside Green	6		

The only streets from which no responses were received were Derwent Road and Stoney Gate Road.

- 2.13 The results of this survey show that two out of three respondents use the new bus stop, the vast majority of whom formerly used the old Willowcroft Road stops. Of those who don't use the new stop, only 1 in 4 previously used the old Willowcroft Road stops, with the remaining respondents using other stops or not being regular users of the bus services. Only 5 respondents reported that they had stopped using the bus as a result of relocating the bus stops. Although the walking distance to catch the bus has increased for the majority of respondents, it was only considered to be a large problem for the significant minority who have to walk much further to catch the bus. Around 1 in 4 respondents had noticed improvements in traffic flows as a result of the relocation of the stops, which suggests that the bus is now having less of an impact on traffic congestion on Willowcroft Road.

Results of the bus users' survey

- 2.14 Appendix 4 contains a more detailed analysis of the results.
- 2.15 However, the key results were:
- More than half of the respondents said that timekeeping had improved recently
 - Whilst traffic on the A52 is seen as being the main cause of delays, half of the respondents felt that traffic on Willowcroft Road was a contributor to their delays and 1 in 10 respondents felt there were too many bus stops along Willowcroft Road
 - Almost 1 in 4 respondents felt that the Spondon Flyer should not stop at all after leaving Spondon village
 - Almost 1 in 4 respondents felt that Willowcroft Road should be served by other bus routes
 - Almost 1 in 5 respondents said that stopping on Willowcroft Road adds to delays.

Bus lay-by proposal

- 2.16 A suggestion that a bus lay-by could address the traffic flow issues on Willowcroft Road has been examined. Officers have undertaken an on-site survey to determine the space available and concluded that there is inadequate space to construct a lay-by. To do so would require the acquisition of three or four front gardens of properties on either side of the park access. The cost of the civil engineering works is estimated at around £35,000, and there would also need to be further sums of money paid to property owners as compensation for loss of their front gardens.
- 2.17 The reinstatement of either or both of the former bus stops would require changes to be made to the existing pelican crossing on Willowcroft Road. The views of the Police about road safety would also need to be considered. The Police have expressed a view that reinstating the bus stop near to the Nottingham Road traffic lights would cause a road safety hazard and that the Council should not therefore install a bus stop here. Reinstatement of a bus stop near Cambridge Street could only be achieved if the pelican crossing is relocated. This will cost approximately £14,000 and would have to be funded from a future year's Local Transport Plan capital programme, as such funding is not available at the present time. The 2006/07 capital programme is due to be considered by the Council Cabinet in February 2006. This would also mean delaying improvements to pedestrian facilities elsewhere in the city, because money would have to be found to progress the work on Willowcroft Road. This would have a detrimental effect on our progress towards achieving transport objectives set out in the Derby Joint Local Transport Plan.
- 2.18 A low post and rail barrier already exists along most of the boundary to the park. I am seeking views of the relevant officers responsible for parks maintenance about whether a higher barrier should be installed. I will report this verbally at the meeting.

Conclusion

- 2.19 Taking into account the results of this questionnaire survey and the Spondon Flyer user survey, it is recommended that the Willowcroft Road bus stop be retained in its new location.

For more information contact:	Name Peter Price e-mail peter.price@derby.gov.uk
Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Copies of blank survey forms and distribution area for residents' questionnaire Appendix 3 – Detailed analysis of residents' questionnaire Appendix 4 – Detailed analysis of bus users' survey

IMPLICATIONS

Financial

- 1.1 None directly arising. However, there have been costs incurred associated with undertaking the surveys, including:
- Approximately £500 to undertake the on-bus surveys
 - Costs associated with employing an independent consultant to undertake the residents' questionnaire development and analysis – this has cost approximately £900.
- These costs will be met from the Public Transport Team 2005/06 revenue budget.

Legal

- 2.1 The Transport Act 1985 deregulated bus services and enabled bus operators to operate services on a commercial basis. The routing and stopping places associated with the Spondon Flyer are determined solely by trent barton as bus operator. If the operator decides that the bus stop location on Willowcroft Road is unsuitable, for example because of problems associated with traffic congestion or queues at the traffic lights, they have the right to withdraw from using the bus stop. The City Council will have no control over this matter.

Personnel

- 3.1 None directly arising. However, this complaint has involved a number of staff in undertaking extensive survey and analysis work which in turn has taken them away from completing other priorities within the Service's Business Plan.

Equalities impact

- 4.1 The location of bus stops is an important factor in encouraging more people to use public transport. Good access to bus stops is important, especially for those people who are unable to walk long distances.

Corporate objectives and priorities for change

- 5.1 The proposal comes under the Council's Objectives of **strong and positive neighbourhoods** and **protecting and supporting people**.
- 5.2 The proposal furthers the priority of **improving road and other transport links to improve choice and make better use of the city centre by completing Connecting Derby**.

Copies of blank survey forms and distribution area for residents' questionnaire

BUS STOPS ON WILLOWCROFT ROAD – QUESTIONNAIRE

Derby City Council is undertaking research to explore the opinions of local residents in Spondon with regard to bus stops on Willowcroft Road. Please complete the following questions by placing a tick (✓) in the relevant box and return the completed form in the enclosed pre-paid envelope on or before. If you would like to be entered into a draw to win one of two cash prizes, please provide your contact details at the end of the form. Please complete the form on behalf of yourself or another member of your household.

Q1. Do you regularly travel on the Spondon Flyer or the Rainbow 4 service?

YES, Spondon Flyer only ☐

YES, Rainbow 4 only ☐

YES, Spondon Flyer AND Rainbow 4 ☐

NO ☐

Q2. Have you noticed any changes in the location of bus stops on Willowcroft Road?

YES ☐

NO ☐

Q3. There is a new bus stop on Willowcroft Road at the entrance to Willowcroft Park. Do you get on or off the bus at this stop?

YES, get on only ☐ Go to Q4

YES, get off only ☐ Go to Q4

YES, get on and off ☐ Go to Q4

NO ☐ Go to Q7

Q4. Where did you get on and off the bus in Spondon before this new stop was introduced?

Bus stop at the bottom of Willowcroft Road, near the traffic lights ☐

Bus stop just below the junction with Cambridge Street ☐

Other (tick & specify) ☐

.....

Q5. How has the location of this new stop affected your walk to the bus stop?

Have to walk much less than before ☐ Go to Q7

Have to walk a little less than before ☐ Go to Q7

Have to walk a little further than before ☐ Go to Q6

Have to walk much further than before ☐ Go to Q6

No difference ☐ Go to Q7

Q6. What is your opinion of the increased length of your walk to the bus stop?

It is not a problem at all ☐

It is a small problem ☐

It is a large problem ☐

Don't know ☐

Q7. What impact, if any, do you think locating the new stop at the entrance to Willowcroft Park has had on traffic flows on Willowcroft Road?

Traffic flows have greatly improved ☐

Traffic flows have slightly improved ☐

Traffic flows have got slightly worse ☐

Traffic flows have got much worse ☐

No difference ☐

Don't know ☐

Q8. Have you noticed any changes to the punctuality of the bus services as a result of relocating the bus stop at the entrance to Willowcroft Park?

Buses seem to run on time more often ☐

Buses seem to run late more often ☐

No difference ☐

Don't know ☐

Q9. Do you have any other comments to make about the bus stops on Willowcroft Road?
(please use the space below and continue on a separate piece of paper if necessary)

.....

.....

.....

.....

Thank you for taking the time to complete this form. If you would like to be entered into the draw to win one of two cash prizes of £25, please provide your contact details below:

Name:

Address:

Daytime contact number:

Spondon Flyer Customer Survey – all about timekeeping.

We'd like to know whether recent measures to improve timekeeping have helped or whether we need to do anything else. If you could spare a few minutes to complete this form and hand it back, we'd appreciate your help. Thanks for travelling with us.

Q1. Thinking about timekeeping on your journey **into Derby**, which of these statements do you **AGREE** with? (please tick)

- ☐ Timekeeping has improved recently
- ☐ The Flyer is still unreliable at busy times

Q2. Could you make the journey by car if you wanted? (please tick)

- ☐ Yes - driving
- ☐ Yes - lift in car
- ☐ No

Q3. Thinking about how important timekeeping is to you – which of these statements do you **AGREE** with? (please tick as many or few as apply)

- ☐ It doesn't really matter to me when the bus arrives in Derby
- ☐ Every minute counts!
- ☐ I'd like the journey to be quicker at busy times
- ☐ I've started to travel less because of traffic delays

Q4. What would you say is the main cause of any delay?

- ☐ Traffic on the A52 dual carriageway
- ☐ Traffic on Willowcroft Road
- ☐ Traffic at Asda roundabout
- ☐ Ticket transaction times at too many stops
- ☐ There's not a real problem
- ☐ Don't know
- ☐ Other (please say.....)

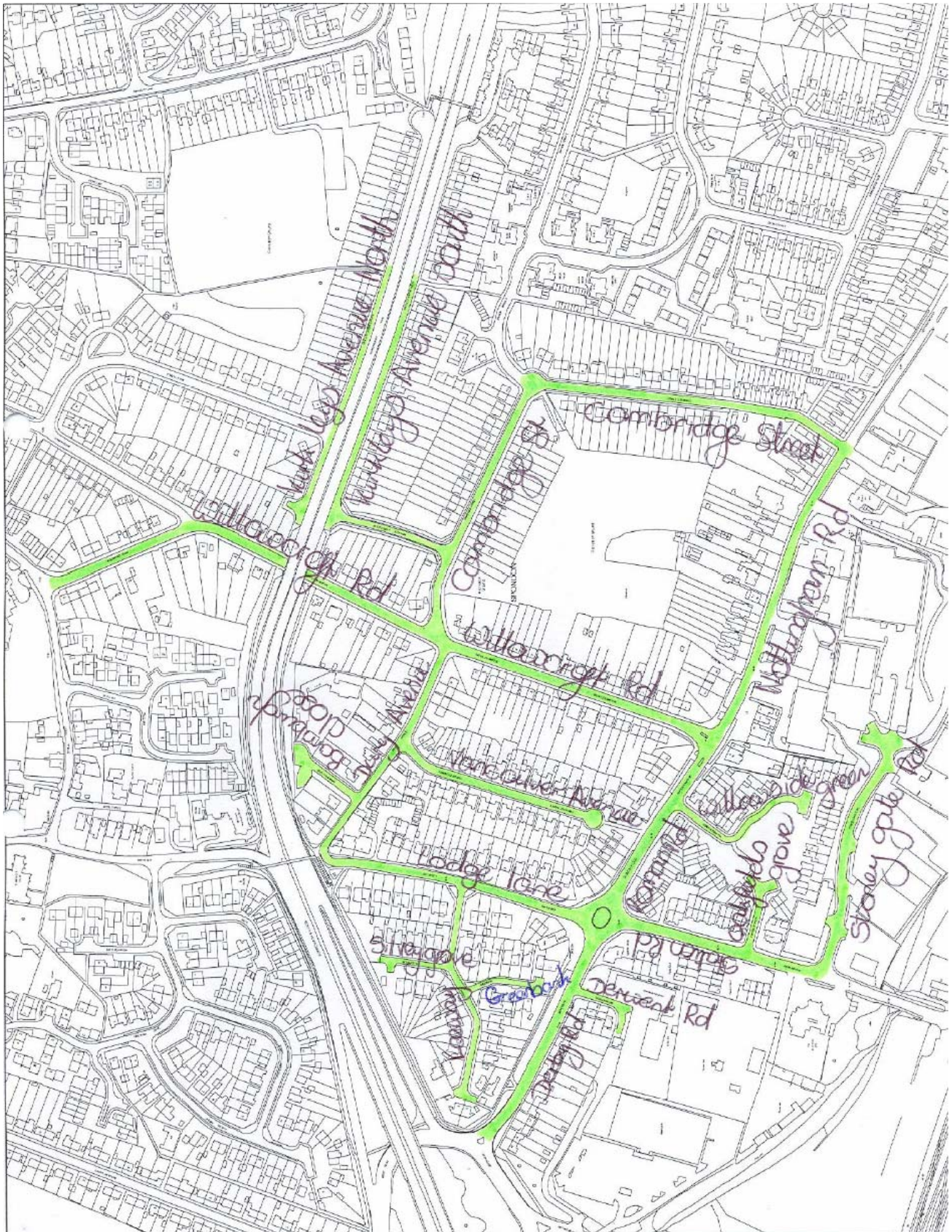
Q5. Finally, which of these statements do you personally **AGREE** with? (tick as many or as few as apply)

- ☐ The Flyer is fine as it is
- ☐ The Flyer needs more bus lanes and measures to speed it up
- ☐ It's good that the driver can choose different ways into town
- ☐ Stopping on Willowcroft Road adds to delays
- ☐ An extra stop on Willowcroft would make no difference
- ☐ Willowcroft Rd stops could be served by other routes instead
- ☐ The Flyer to town shouldn't stop after leaving Spondon Village

Thank you for your help.



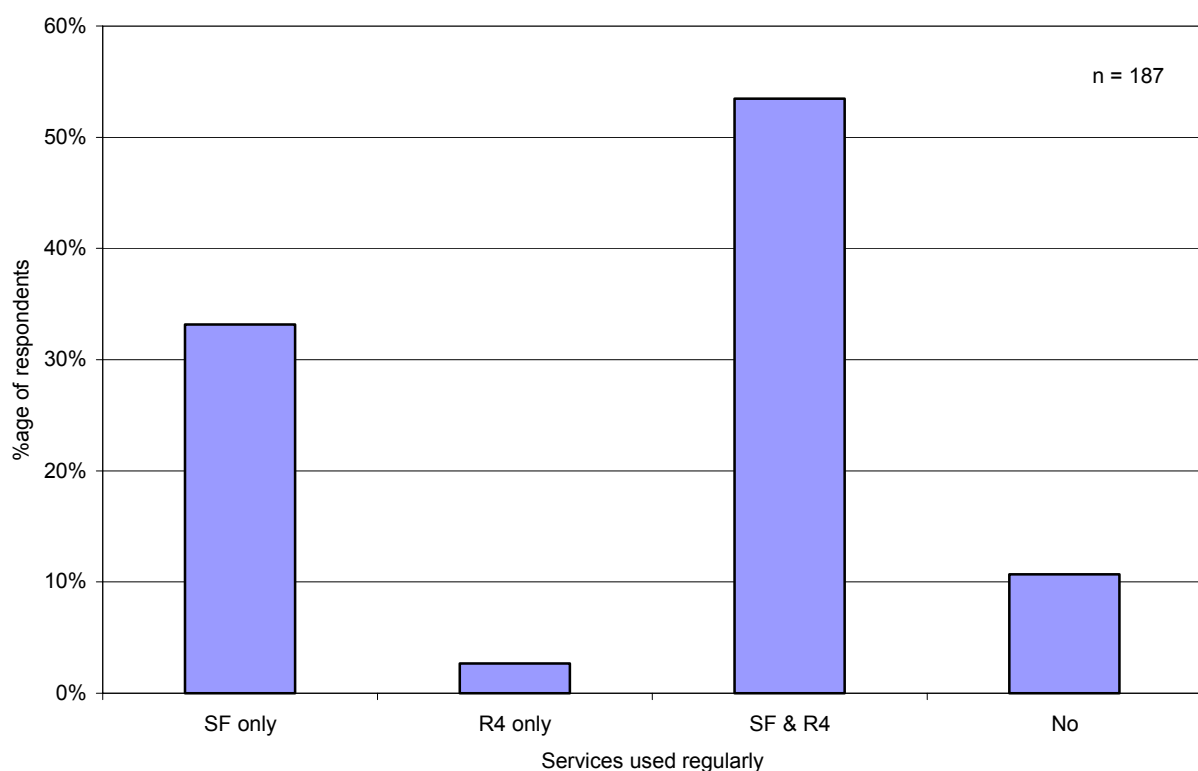
Distribution area for residents' questionnaire



Detailed analysis of residents' questionnaire***Regular Use of Bus Services***

In response to Question 1 ('Do you regularly travel on the Spondon Flyer or the Rainbow 4 service?'), regarding which services respondents regularly used, just over 50% (100 respondents) regularly travelled on both the Spondon Flyer and the Rainbow 4. A further third (62 respondents) regularly used the Spondon Flyer only. Just over 10% (20 respondents) didn't regularly travel on either service. The remaining 3% (5 respondents) regularly used the Rainbow 4 only.

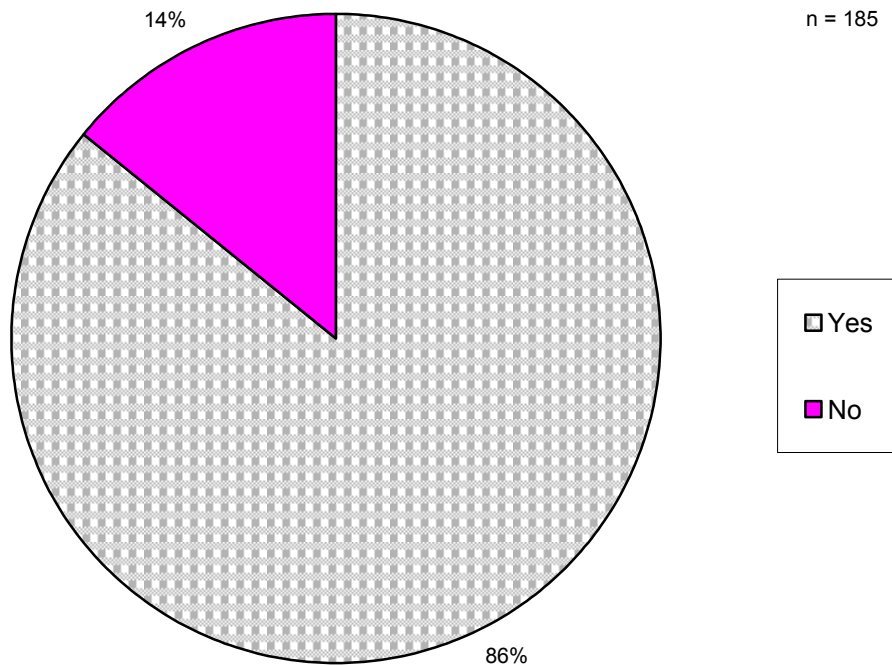
Question 1: Do you regularly travel on the Spondon Flyer or the Rainbow 4 service



Awareness of Bus Stop Changes

In response to Question 2 ('Have you noticed any changes in the location of bus stops on Willowcroft Road?'), the vast majority of respondents (86%) had noticed changes in the location of bus stops on Willowcroft Road.

Question 2: Have you noticed any changes in the location of bus stops on Willowcroft Road

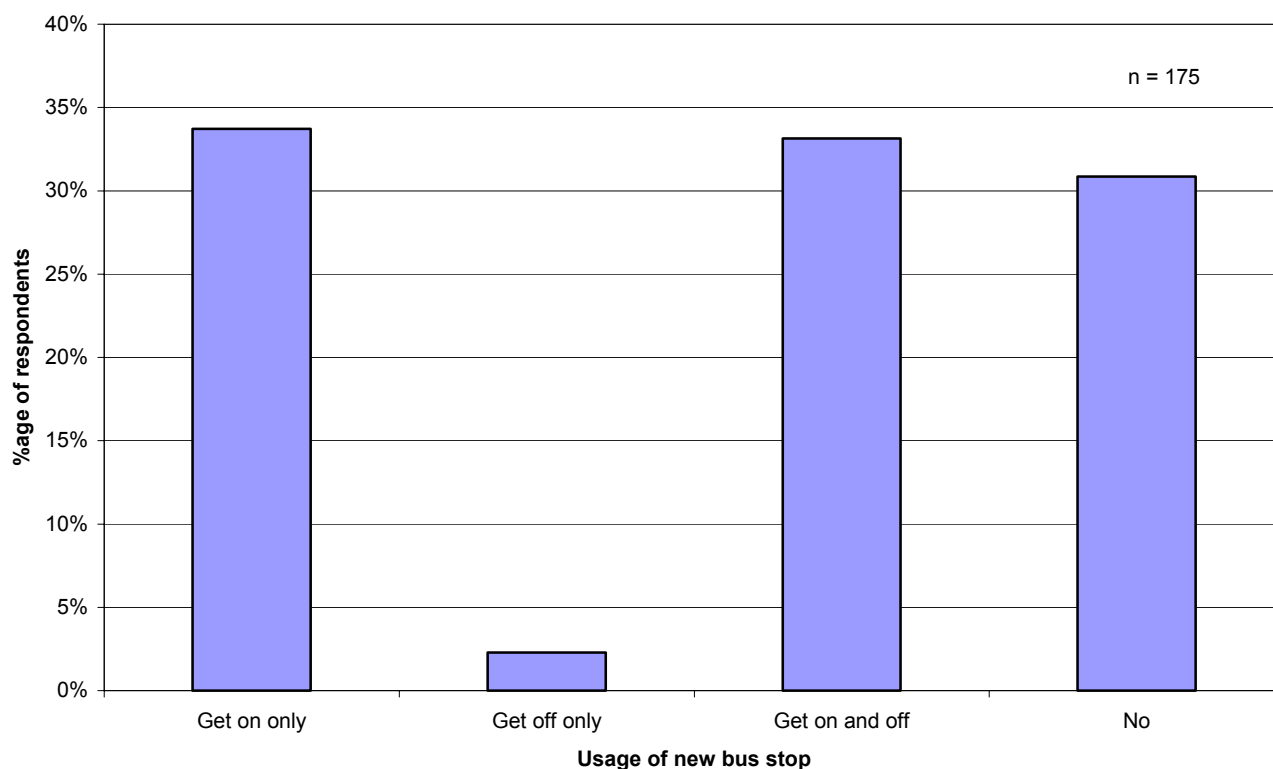


Use of New Stop on Willowcroft Road

In response to Question 3 ('There is a new bus stop on Willowcroft Road at the entrance to Willowcroft Park. Do you get on or off the bus at this stop?') just over two-thirds (121 respondents) got on and / or off at the new bus stop. The questionnaire was designed to prevent any respondents who did not use the new stop from answering questions 4, 5 and 6. In reality, however:

- 32 of the 54 respondents who answered 'No' to Question 3 went on to answer Questions 4, 5 and 6
- 10 of the 54 did not answer Questions 4, 5 and 6 as instructed, but took the opportunity of commenting in Question 9
- the remaining 12 respondents did not provide responses to any of Questions 4, 5, 6 or 9; of these, 7 didn't regularly use either the Spondon Flyer or the Rainbow 4

Question 3 Do you get on or off the bus at this stop (new stop on Willowcroft Road)

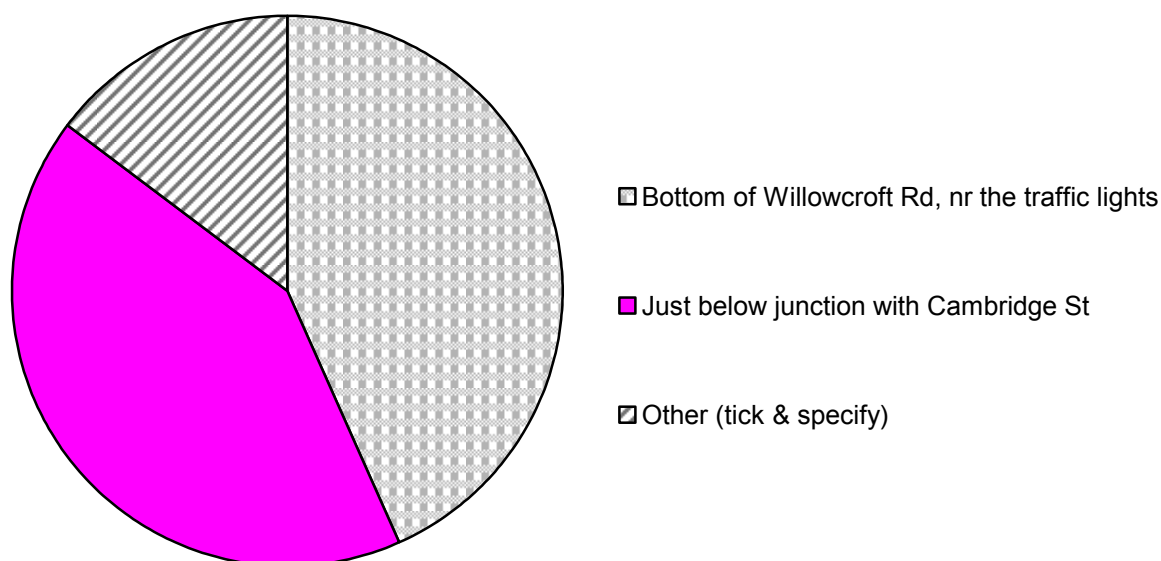


Use of Previous Bus Stops on Willowcroft Road

In response to Question 4 ('Where did you get on and off the bus in Spondon before this new stop was introduced?'), approximately equal numbers of respondents (68 and 70 respondents) previously caught the bus at the stop on Willowcroft Road near the traffic lights or the stop just below the junction with Cambridge Street. 15% (24 respondents) previously caught the bus at another stop.

Q4 Where did you get on and off the bus in Spondon before this new stop was introduced

n = 162



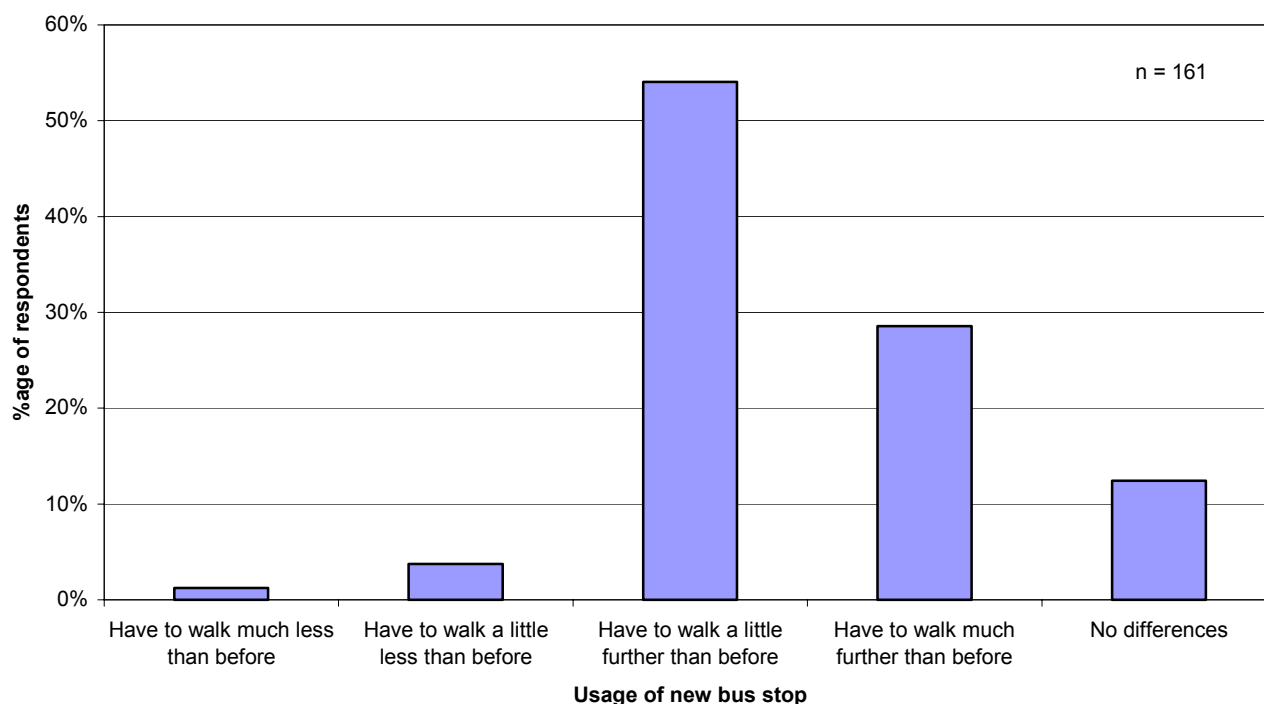
The responses to Questions 3 and 4 were cross-tabulated to check where the users of the new stop on Willowcroft Road previously caught the bus. Of the 131 respondents who did use the new stop on Willowcroft Road, 64 previously used the stop below the junction with Cambridge Street and 62 previously used the stop at the bottom of Willowcroft Road near the traffic lights. 5 of the 131 respondents previously used other stops.

Of the 55 respondents who didn't use the new stop on Willowcroft Road, only 14 of them previously used one or other of the old stops (9 used the stop at the bottom of Willowcroft Road, 5 used the stop below the junction with Cambridge Street). Of these 14, 5 indicated that they had stopped using the bus since the stops had been relocated as they were not able to walk the extra distance. 16 of the 55 respondents previously used other stops, including the Bypass Bridge, the top of Willowcroft Road, Nottingham Road, Lodge Lane, Kirk Leys Avenue South and Spondon Village. The remaining 27 respondents did not answer Question 4, but had the opportunity to provide additional comments in Q9 – of these 27, 13 were not regular users of either the Spondon Flyer or the Rainbow 4. The remaining 14 respondents did not report any changes in their travel behaviour as a result of relocation of the stops.

Effect of Bus Stop Changes on Walk Distances

In response to Question 5 ('How has the location of this new stop affected your walk to the bus stop?'), just over 50% (87 respondents) recorded that they have to walk a little further than before to catch the bus. Just under 30% (46 respondents) recorded that they have to walk much further than before. 5% (8 respondents) have to walk a shorter distance than before to reach the stop. For 12% (20 respondents), the location of the new stop had no effect on their walk to the bus stop.

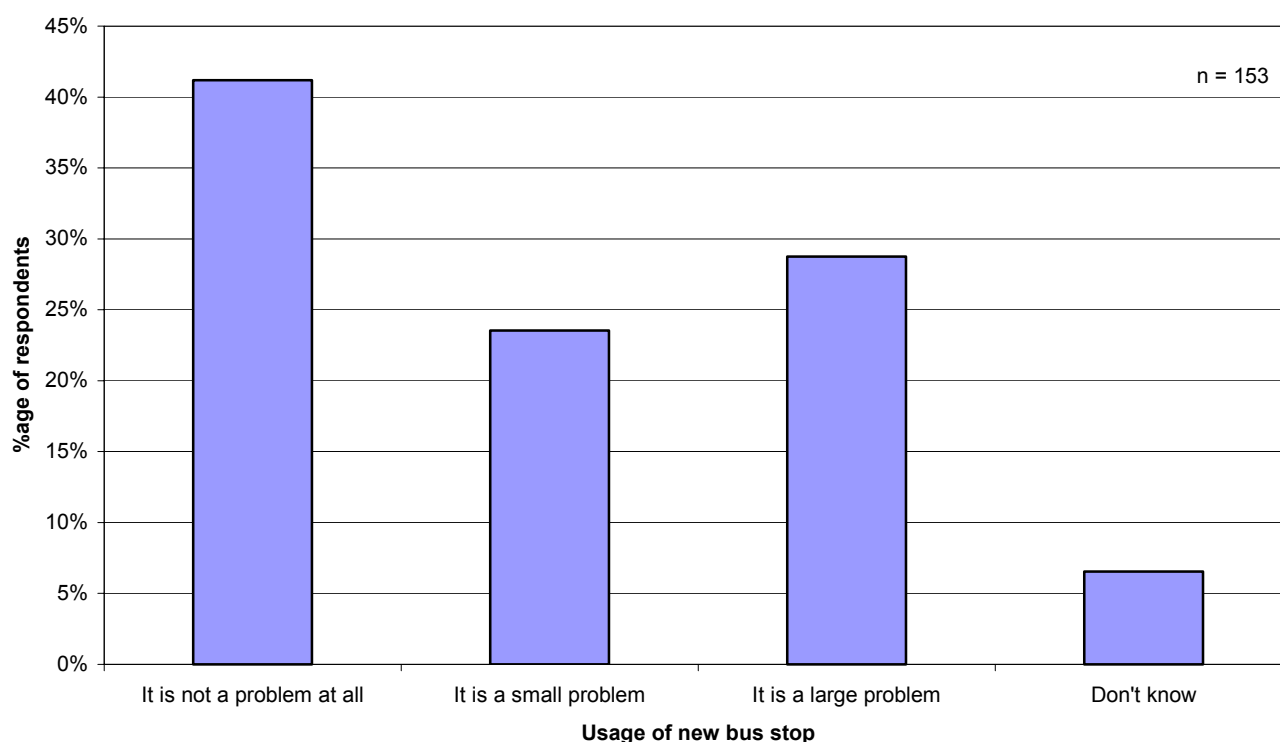
Question 5 **How has the location of this new stop affected your walk to the bus stop**



Opinion of Increased Distance to the Bus Stop

Responses to Question 6 ('What is your opinion of the increased length of your walk to the bus stop?') revealed that for just over 40% (63 respondents) the increased walk to the stop was not a problem at all, with approximately 1 in 4 respondents (36 respondents) indicating that the increased walk to the stop was only a small problem. Just under 30% (44 respondents) indicated that the increased walk was a large problem.

Question 6 What is your opinion of the increased length of your walk to the bus stop



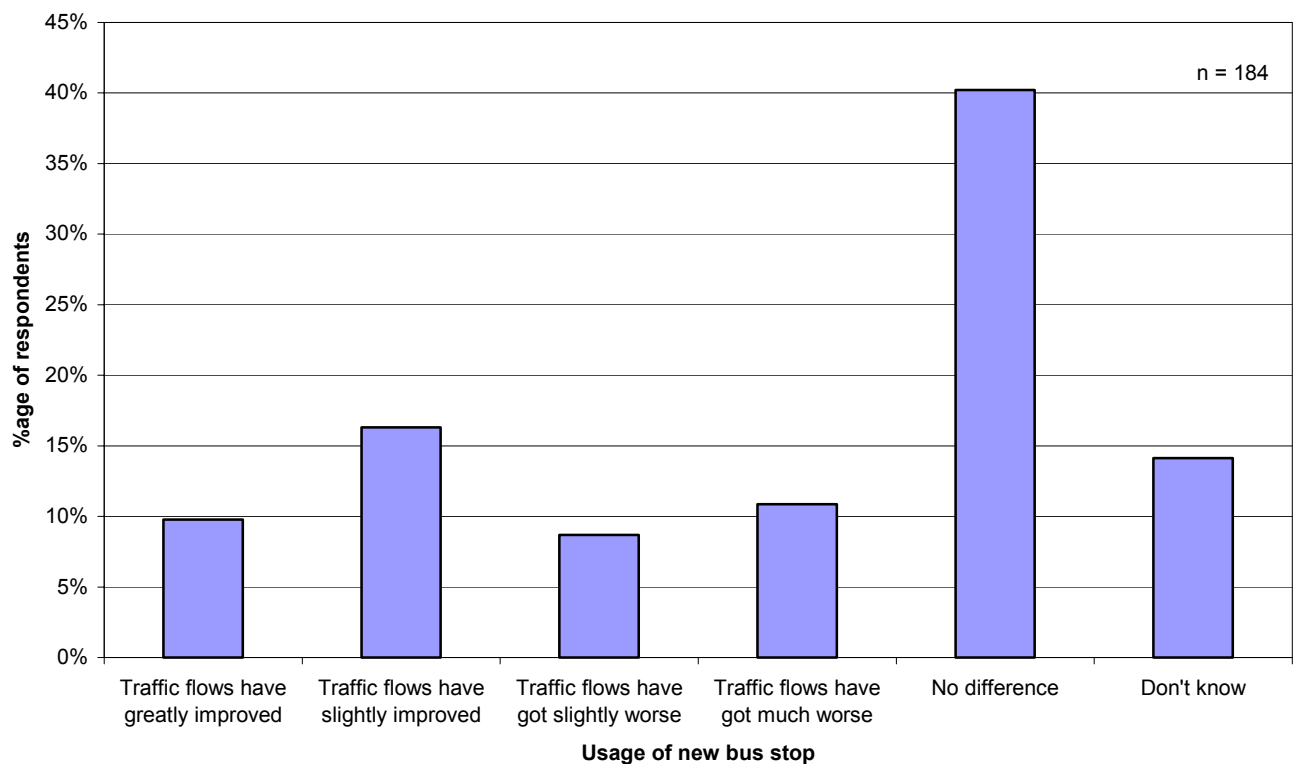
Of the 86 respondents who recorded that they have a little further to walk to the new bus stop, 60% (52 respondents) indicated that this increased distance was not a problem at all. 31% (27 respondents) considered the increased walking distance was a small problem. Only 4 of the 86 respondents considered the increased distance to be a large problem.

Of the 48 respondents who recorded that they have to walk much further to the new bus stop, 80% (39 respondents) considered this increased walking distance to be a large problem.

Impact of changes on traffic flows on Willowcroft Road

In response to Question 7 ('What impact, if any, do you think locating the new stop at the entrance to Willowcroft Park has had on traffic flows on Willowcroft Road?'), 26% (48 respondents) indicated that traffic flows had either greatly or slightly improved as a result of locating the new stop at the entrance to Willowcroft Park. 20% (36 respondents) considered that traffic flows had got slightly or much worse. 40% (74 respondents) considered that relocation of the stops had made no difference to traffic flows and 14% (26 respondents) didn't know if the relocation had made a difference.

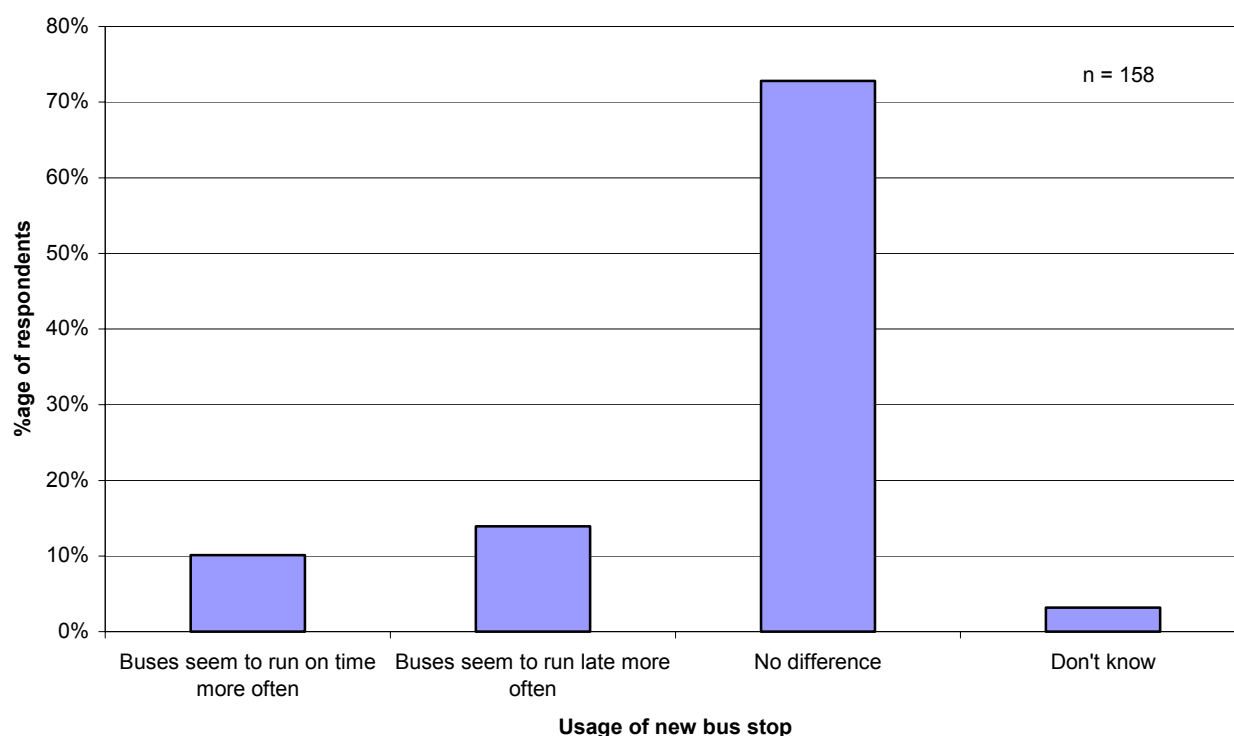
Question 7 What impact, if any, do you think locating the new stop at the entrance to Willowcroft Park has had on traffic flows on Willowcroft Road



Changes in punctuality

Responses to Question 8 ('Have you noticed any changes to the punctuality of the bus services as a result of relocating the bus stop at the entrance to Willowcroft Park?') revealed that 10% (16 respondents) thought that the changes had caused the buses to run on time more often, although 73% (115 respondents) had not noticed any changes in punctuality of bus services as a result of relocating the stop(s). 14% (22 respondents) considered that the changes had caused the buses to run late more often.

Question 8 Have you noticed any changes to the punctuality of the bus services as a result of relocating the bus stop at the entrance to Willowcroft Park



Other comments

To enable respondents to provide more detailed additional information, Question 9 asked 'Do you have any other comments to make about the bus stops on Willowcroft Road?' The verbatim responses are provided below. The comments have been grouped into three categories:

- those in favour of reinstating the two old stops
- those in favour of retaining the stop in its new location
- any other comments.

Verbatim comments from residents' questionnaire

In favour of reinstating two old stops:

1. Yes the Willowcroft Road bus stop was very handy. You could rely on the bus not far to walk. Miss this stop, hope to get it back
2. The bus stop at Willowcroft Road, traffic lights is much more convenient, as I have difficult in walking up to Willowcroft Road.
3. I thought the stop was fine where it was but as usual people who don't use public transport had the last say! I feel sorry for the elderly around the area for whom the old stop was convenient.
4. I am disabled I couldn't manage the extra walk to the present bus stop and so use my car all the time. Where ever the bus stops traffic is still held up.
5. Very bleak and open from the park, not very secure. After paying bus fare, now have to walk half way down Willowcroft Road no reduction in fare. Has it had any effect on the shops in Spondon. We are cut off from the village a forgotten part of Spondon. Taken PO, Bank, Shop, nothing left.
6. Probably the bus stops on Willowcroft Road between Cambridge Street and the bottom of Willowcroft could be put back to how they were before.
7. Having walking problems it has made it difficult for me to get the Spondon Flyer.
8. I live at no. 70 Willowcroft Road and felt upset that this bus stop has been moved from its original place – it has affected parking and privacy for myself and my neighbours as at times large groups of people stand outside our houses shouting (especially in the evening). I would not have bought this house two years ago if I had known the bus stop was to be moved. Please move the bus stop back to its original place as there was more room for passengers to wait on the footpath, shelter, from moving closer to the bridge, more pushchair room and wheelchair footpath room.
9. Having a bus stop where the park is. "Not a good thing" with little children. They may play up because they see the park and want to go and play.
10. The extra walk is difficult with small children or for pregnant women / elderly as uphill It would be helpful to residents of station road area if the flyer could now stop at the bus stop before ASDA island (rainbow 4 uses it) if Willowcroft Road stays at the park.
11. My problem is carrying shopping from the stop at Willowcroft Park to the bottom end of Cambridge Street (Nottingham Road Side) OAP
12. Being 70 years old myself, my wife can't uphill walk. Much further distance. Bad idea
13. Once the bus stop was removed from the bottom of Willowcroft Road, the traffic has got worse – cars seem to zoom towards. The traffic lights making it very unsafe.
14. I find it so an inconvenience as I have a small child to walk further to get on the bus in the morning. As the traffic lights take so long to change and by walking further we sometimes miss the bus, which doesn't let you on even though when it is not moving because of so call rules.
15. Yes! It is most inconvenient to have to walk further, it also adds to journey time! Put the bus stop back where it was!
16. When I used these services I have always missed a bus due to stop being moved from end of Willowcroft Road.
17. As I am disabled (walking with two sticks) I cannot walk to the bus stop at Willowcroft Park uphill. I have to walk to Lodge Lane bus stop, which means crossing over 2 roads - Lodge Lane and Station Road.
18. The re-siting of the bus is inconvenient to people with shopping to carry it much further and those less able to walk also the raised pavements are a hazard as the bus drivers already lowered the platform for getting on the bus; also out of schools

- have teenagers hassle the travelling passengers as they congregate at this point.
19. This bus stop should not have been moved in the first place, without public being drowned to voice their opinion.
 20. Am a little concerned about location of stop do not like it so near park entrance as teenagers on bike rush out sometimes I don't always see them.
 21. Regular travellers on the Spondon Flyer are mostly elderly people. It is difficult for them to walk further up the Willowcroft Road as it is a steep hill once I saw an old woman rushed to catch a bus but fell down after seeing bus close its door. I have no idea what the consequences of her fall but felt upset for the location of the new bus stop.
 22. Very open to the elements no shelter in the bad weather; the previous stops were much better situated.
 23. We prefer the two old bus stops reinstated because we have difficulty to get to the new one.
 24. Just reinstate the two bus stops. I cannot catch the bus
 25. Why all this waffle? One question would have been enough. "Do you want the bus stop put back to where it was originally?" Look at where the congestion starts in the village centre with parked delivery couriers.
 26. I would like the bus stop at the bottom of Willowcroft Road, near the traffic lights reinstated.
 27. Whilst I am fit and able to walk further, people who struggling wit mobility would notice the difference.
 28. My wife suffers with M.S. so the extra distance and whichever way we go to the bus stop is uphill can be a burden. Living at the bottom of Vancouver Avenue level walking before the bus stop was moved.
 29. Would like bus stop back at the bottom of Willowcroft Road
 30. We now have to use taxis because of the removal of the two bus stops. Please reinstate them.
 31. It has certainly made it more difficult for older people, having to walk further.
 32. I am in my late eighties and have osteo-arthritis. My back and legs get quite painful, if I walk too far. So find the new bus stop, a painful drag, as I live off the far end of Drury Avenue.
 33. The bus stop should have been left alone, the man (P. Berry) who investigated does not use the buses and he never consulted the bus using public. If he had talked to the bus using public the original bus stops would have remained in their original positions. So put them back to what they were, listen to the public and do what they want not what you want!!!
 34. Yes – Relocate to old position
 35. I feel it is very hard on older residents of which a large number live down Willowcroft Road
 36. The bus stop at the bottom of Willowcroft road I miss as I am registered disabled I now have to catch a bus at lodge lane were the Spondon Flyer does not pick up.
 37. Bus stops were fine where they were. It was ridiculous to move them I do not think car traffic was a problem. Huge lorries up and through village certainly are.
 38. I can no longer use the Flyer as a way of transport. I have to rely on the no. 9 to travel to and from the village.
 39. For the people living in the area of Lodge Lane south who work regular now have to rely on the number 5 or 4 as the walk is much further and the journeys much longer. It is also difficult for the elderly to walk that much
 40. I feel it a big mistake to put bus stop next to park entrance. My daughter used to get off bus at bottom of Willowcroft and felt safe now this bus stop by park entrance leaves the young and elderly very vulnerable as gangs hang around park entrance.

Lots of elderly at bottom of Willowcroft and Nottingham Road are vulnerable and find the distance too far to walk.

41. Because I've changed location where I catch the bus it's done me a favour in that I can now stand under the bridge if it's raining. The new bus stop at the park entrance is very open to the elements. It could do with a bus shelter. I feel for the passengers who live on Nottingham road. They have a lot further to walk now to the bus stop.
42. The re-location of the bus stop has not affected me since I only use the park and ride, but I know for the older residents it has. For the residents that do struggle to walk it is harder for them, as it is further to walk from our avenue anyway!

In favour of retaining new stop

1. I use the Flyer from the village store – as a driver I find the new stop much better for better flow of traffic – Please do not move it back!!!!
2. Why are you wasting time and money on this questionnaire, as moving the bus stop a few yards cannot affect anybody
3. The re-location of the bus stop has eased the congestion at traffic lights in Willowcroft Road; previously if busloads at the bus stop you had to usually to wait until it moved off, congestion has also been eased at jet of Cambridge Street. In my opinion the two stops were not necessary. A short walk is good for the heart.
4. The bus stops are all right but the parking of cars on Willowcroft Road must make the bus drivers hard to pull in.
5. I cannot understand what all the fuss is being made, the new bus stop is only a few hundred yards more to walk, no slope to climb as it is on level ground, and by the way I am an OAP.
6. I think it is more sensible to have one stop in between the previous two; as a driver (car) I've found this an improvement
7. It is a lot better service and you don't have to wait long at all for a bus
8. I live at number 14 Willowcroft Road Spondon and have noticed that since the bus stop moved traffic moves more freely and there is less air pollution. Also it has made getting our vehicle off our drive a little easier and then on site for the bus stop doesn't encroach on anyone's parking area.
9. I live at number 8 with the bus stop at the new location it means we can park outside our house. It was known with the bus stop outside our house to wait an hour to get onto our drive.
10. Just that find a lot better
11. I think the bus stop is right where its been put
12. I use this service daily; I am 78 yrs of age and am quite happy to walk that little bit extra.
13. Bus stop at Cambridge Street made it difficult for traffic from Cambridge Street to Willowcroft Road. Bus Stop at bottom of Willowcroft Road was too close to the traffic lights – picking up passengers often caused them by two or three light changes with consequent congestion on Willowcroft Road.
14. The people moaning about the move must have nothing better to do!
15. Little space for the bus to park because there are a lot of car parked along Willowcroft Road on the bus stop lane (side)
16. The old bus stop at the traffic lights was the cause of severe congestion in my opinion unnecessary. Residents at the Nottingham road end of Vancouver Avenue, have only a short walk to the Spondon / Lodge Lane bus stop, with a bus every 10 minutes. Routes 4 and 5 only the flyer does not stop there. It is a level walk and has the added bonus of a shelter. It's all a big fuss over nothing stirred up by a resident who is not happy unless he is being controversial. I would add, we could do with a

shelter on Willowcroft Road as the wind whistles across the park.

17. The new bus stop is ideal for everyone, at the traffic light at the bottom of Willowcroft Road, I have witnessed some near misses, when traffic in Willowcroft Road has overtaken the stopped bus and met another car coming round the corner from Notts Road, Derby also, the stop at Cambridge street outlet caused problems.
18. The old bus stop was outside my house, even though there was a bin the buses stop I still got loads of rubbish thrown in my garden chips & paper, cigarette packets empty beer bottles etc. Where as the new bus stop is not in front of anyone's house, so I think it should stay there. I also found it most difficult to use my drive and garden gate with people standing in front of them.

Other comments

1. Could Spondon Flyer now stop on Nottingham Road as well?
2. I think the "minutes to go" indicators on some of the bus stops is a brilliant idea. Will "minutes to go" be installed on the Willowcroft Road stop?
3. A pull in for the bus would have been better and traffic would have, flown better without waiting behind the buses.
4. We could do with a bus shelter now; it's going to be cold for old people to stand there in the winter.
5. Where the bus stop is positioned now we are open to all the elements
6. Less protection from elements
7. Could do with more shelters
8. When you have to wait for the bus in all weathers the new stop opposite is terrible it's like being out in the country no shelter from the wind, etc.
9. Willowcroft Park bus stop could do with a bus shelter with the winter coming
10. I would like to see a bus shelter on Willowcroft Road because when the weather is bad it is very difficult to stand and not get wet when it rains!
11. The bus stop at top of Willowcroft Road (outside 106/108) needs a waste bin to deter waiting passengers from dropping litter all over the floor next to bus stop and in hedges and gardens of 106/108.
12. Yellow line both sides of Willowcroft make every house use there drives and traffic will flow better
13. Meeting arranged with Peter Price regarding the Bus Stop adjacent to 72 Willowcroft Road.
14. The new type stops are inconveniently placed about 1 inch into the pathway and not right at the edge / house side.
15. Think the traffic lights are causing the biggest problem should have been further up Willowcroft Road past the junction of Cambridge Street; also the number 9 bus should run later than 7 o'clock at night
16. I haven't lately used this bus as I usually take a taxi up to the village, but it seems like there is plenty of buses running all day, it wouldn't affect me.
17. I only use the bus once a fortnight, so it does not bother me.
18. The no. 4 is normally more or less on time but I find the Spondon Flyer very inconsistent in its time keeping but due to the fact there are a lot of them the delays are not much of a problem.
19. Only that if the Spondon Flyer picked up at Station Road Spondon those on Leeway, Lodge Lane and Vancouver Avenue could use that stop instead as it would be closer for them.
20. I feel the Spondon Flyer should stop at Lodge Lane going into town, in order to help the elderly catch buses at regular times also.

21. I live at the Nottingham end of Cambridge Street and it would be nice if some Spondon Flyers could use Willowcroft Road on its journey from Derby so that I could use it instead of the Rainbow 5 all the time.
22. Yes I think they should be a meter when the bus is coming.
23. Questionnaire waste of money. No notice will be taken of residents opinions
24. As you have reduced the bus stops by one in Willowcroft Rd, please consider having the Spondon Flyer stop at the bottom of Lodge Lane.
25. If the Flyer stopped at Derby Road there would be no problems for the old folks.
26. If flyer made Station Rd stop last pickup, it would negate any reason for people on Notts road, Willowside or Vancouver using Willowcroft to Derby. New Arriva Service going down to Willowcroft turning Lodge Lane island and proceeding up Willowcroft to village = same result.
27. I moved into the area very recently and have only used the new stop. I assume the older stop was further up Willowcroft Road near flyover with the A52.
28. Only they stand in my drive sit on my wall apart from that ok
29. Traffic lights should have been on the other side of Cambridge Street thus allowing free flowing traffic come out of same, while the bus was picking up passengers.
30. The buses here are usually late or don't come at all with regard to the 8:04 bus. Also twice in the last week this bus, I believe it is a red bus, drove past the stop without picking my sisters and I up. We were therefore late for school.
31. Yes the bus stop by the bridge should be closer to the bridge, away from the drive to the house nearest to the bridge. The bridge would also give shelter to passengers in bad weather.
32. I think traffic lights have made Willowcroft Road a lot safer to cross-big improvement for elderly – children.
33. It would be helpful if the Spondon Flyer stopped on the main road opposite Lodge Lane.
34. I feel the last stop out of Spondon could be the bus stop before the A52 and or a Spondon Flyer route into Spondon via Willowcroft Road. Then all of Spondon would benefit from the Flyer service and schools in conjunction with your current travel to school survey Borrow Wood.
35. If we lived in a different location, it would be more of a problem, due to health and age issues.
36. Yes there should be a bus stop on the left side as you come up Willowcroft road from Nottingham Road.
37. I also use the no.9 bus, which is not on this form.
38. We assume there is good reason for not allowing Flyer to stop at bottom of Lodge Lane? But understand difficulty for aged / infirm passengers living in this area.
39. Yes by condensing two stops into one on Willowcroft, why can we not have the Spondon Flyer stop at the bus stop on Nottingham road before the A52. It is still Spondon there.
40. No comments about Willowcroft Road bus stop. But the Spondon Flyer should stop at Spondon lane end to make a lot of people lives better.
41. It's not the buses that cause traffic flow problems, the lights do and also the parking – stop all on street parking on Willowcroft road and adjust light sequences.
42. With a bus stop being taken out only leaving one, why cannot you pick up at Derby Road by the new telephone exchange with the Flyer.
43. Why can't the Spondon Flyer stop at Lodge Lane? The last stop after Willowcroft Road and the by-pass to town?
44. We are a family of "car users". The bus service seems very good if we ever had to use it.
45. Better if a bus lay-by was put in

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| <p>46. It would be better if the Spondon Flyer stopped at the bus stop on Nottingham Road (at Station Road), before going on to the bypass.</p> <p>47. I think the Spondon Flyer should stop at the Lodge Lane stop if requested, as it's the last stop at Spondon further.</p> |
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Comments in support of reinstating the two old stops stress the difficulty for elderly residents in walking up Willowcroft Road as well as concerns about personal safety and exposure to the elements at the new stop.

The key comments in favour of retaining the new stop highlighted that the traffic on Willowcroft Road now flows much better and congestion has begun to ease. The benefits of the relocation of the stop for Willowcroft Road residents are also evident as the service no longer stops outside anyone's property.

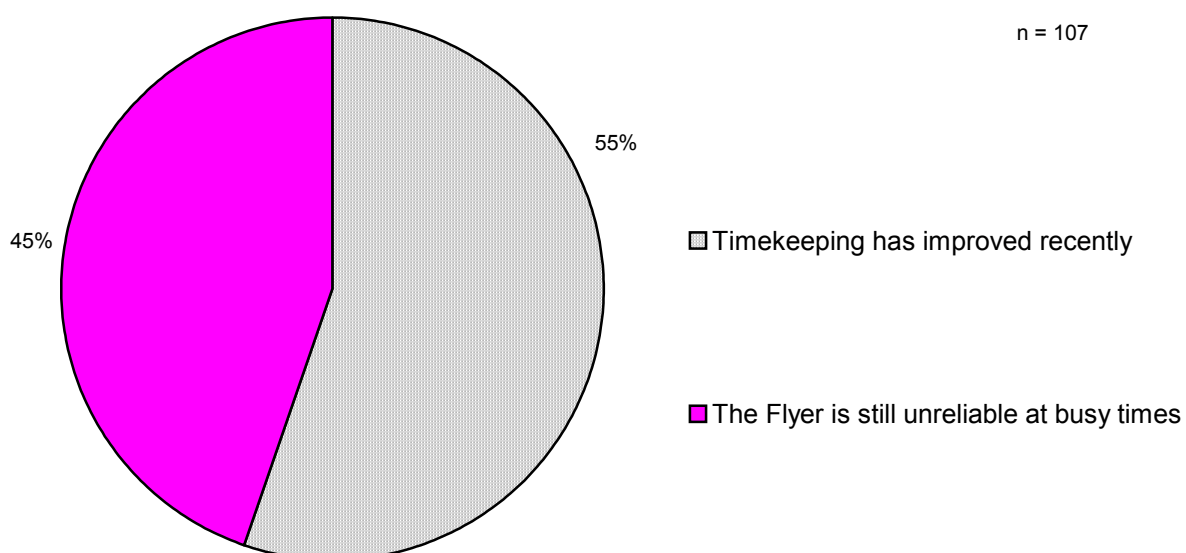
In addition, a letter of support for the new location of the stop was received by Derby City Council, suggesting that a counter petition would demonstrate strong support for the retention of the Willowcroft Park bus stop, because of its convenience and the improved road safety.

Detailed analysis of bus users' survey

In October 2005, a survey of Spondon Flyer customers was undertaken in response to the objections raised over the moving of bus stops on Willowcroft Road. A total of 109 people took part in the survey which was seen as reasonable sample size of the average 2000 daily journey made on the service. As some questions allowed people to give multiple answers the totals are sometimes greater than 100%.

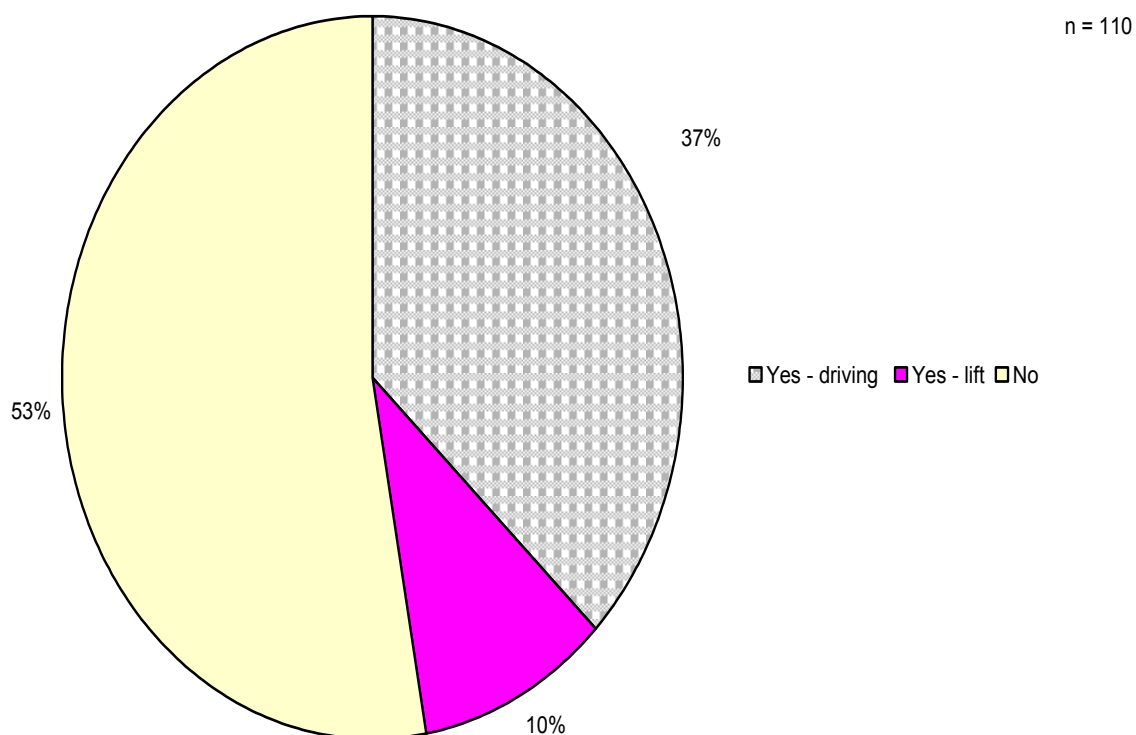
In response to Question 1 ("Thinking about timekeeping on your journey into Derby, which of these statements do you agree with?") 55% of the 109 respondents thought that timekeeping had improved recently. However 45% thought the Spondon Flyer was still unreliable at busy times.

Question 1 Thinking about timekeeping on your journey into Derby, which of these statements do you agree with



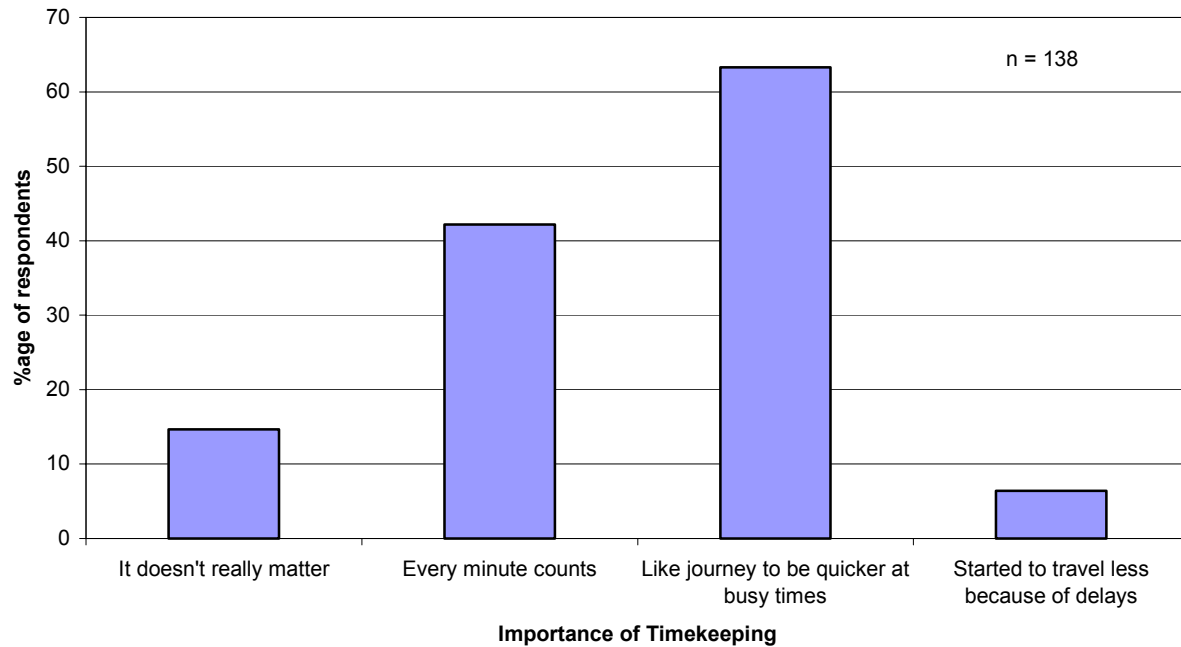
In response to Question 2 (“Could you make the journey by car if you wanted ?”) just under 37% said they could drive themselves, 10% said they could get a lift and 53% said no they could not make the journey by car.

Question 2 Could you make the journey by car if you wanted



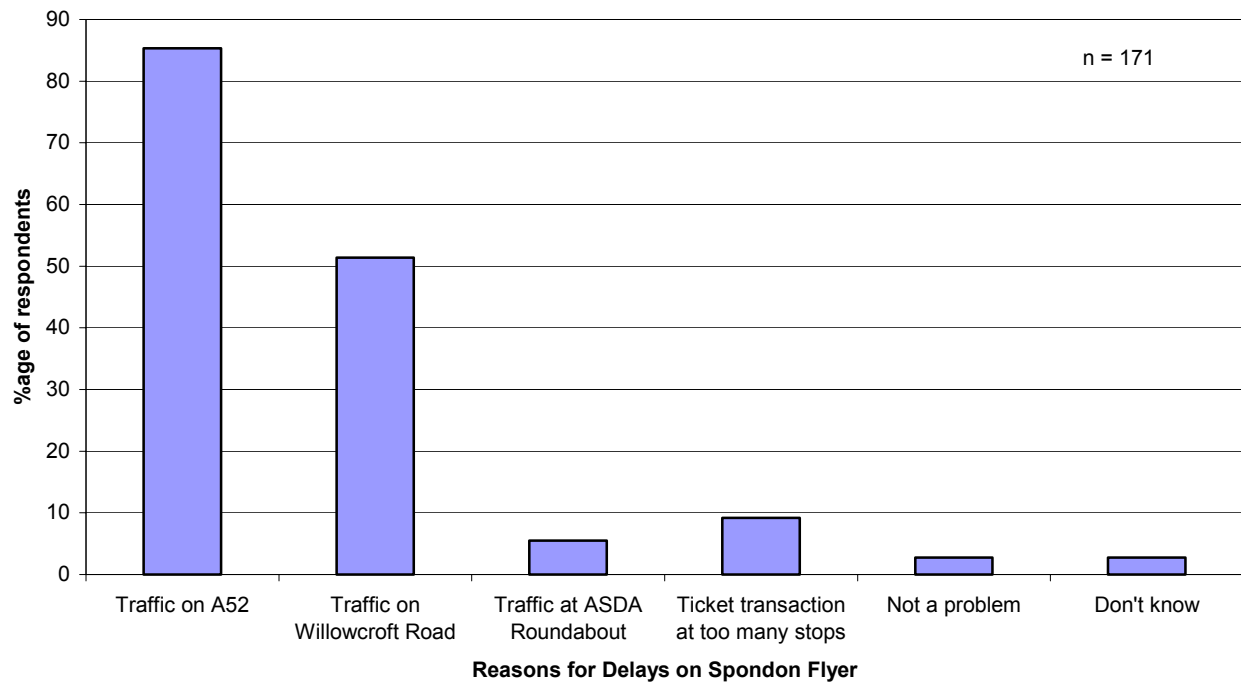
In response to Question 3 (“Thinking about how important timekeeping is to you – which of these statements do you agree with?”) just under 15% said it does not really matter to them, 42% said every minute counted, 63% would like journeys to be quicker at busy times, and 7% had started to travel less because of delays.

Question 3 Thinking about how important timekeeping is to you – which of these statements do you agree with



In response to Question 4 (“What would you say is the main cause of any delay”), 85% thought it was traffic on the A52, 51% thought it was traffic on Willowcroft Road, 5.5% thought it traffic at Asda roundabout, 9% thought it was due to ticket transaction time at too many stops, just under 3% thought there was not a problem and just under 3% did not know.

Question 4 What would you say is the main cause of any delay



In response to Question 5 (“Which of these statements do you personally agree with”) over 80% felt it was good that drivers could choose different ways into town, 44% felt it needed more bus lanes and measures to speed it up and just under 35% thought the Flyer was fine as it is. 17% felt that stopping on Willowcroft Road added to delays, although just under 24% felt that an extra stop on Willowcroft Road would make no difference. 23% felt that Willowcroft Road stops could be served by other routes instead and a further 23% felt that the Flyer to town should not stop after leaving Spondon Village.

Question 5 Which of these statements do you personally agree with

