

LINKBUS CONSULTATION 2023

Consultation comments as at 29 June 2023

46 comments have been made as follows;

By service:

- W1 – 3
- L4 - 2
- L5 – 15
- L14 - 8
- L2/X2 – 17
- Other Services not directly related – One

GENERAL

Many comments reflect the unreliability of service since last winter. This situation is now improving and should be relieved fully with the re-tender.

Eight of the responses (17%) mention missing journeys, or the need to provide a more reliable service, explicitly. This problem has affected all routes, though there has been a policy to keep disruption to the L4 and L5 routes, as alternate day services, to an absolute minimum. This has meant that the daily, and more frequent, L2 and L14 routes have had to bear the brunt of cancelled journeys. People making comments about poor reliability often directly correlate this with passenger numbers being lower than they could be on the service.

The main issue is the ageing electric bus fleet employed on the services. These are early technology vehicles of this type and sourcing spare parts quickly for repairs, to maintain the service, is a big issue. Additional buses have been hired in, at cost to the council to alleviate the problem of non-operation.

SERVICE W1

Three comments are made to retain this service, which is proposed for withdrawal. One states that the workplace is 15 minutes' walk from a tram at Gregory Street. Two others state a disability or pain when walking any distance.

SERVICE L5

Fifteen comments are made regarding this service. Most of these relate to concerns about buses not directly serving Sutton Passeys Crescent, Orston Drive and Charlbury Road. Others relate to poor reliability on the existing service. Others express concern about sharing a service that will also carry Bilborough College students.

Students will travel largely travel before 09:30 and in a contra-flow direction to shoppers, so passenger loadings will be spread out across the day. An additional Shopper service is also being considered to replace parts of the L5 route that are away from Middleton Boulevard. This would run on three days a week.

SERVICE L4

Only two comments are made by users of this service. Both of these are about the gradual withdrawal of routes from the Beechdale area over time. These comments relate to the former L3 and L11 routes, and the L4 service had been previously improved to reflect those withdrawals and provide better links into this area. Unfortunately, subsequent budget savings have required the L4 service to be first reduced from hourly to two-hourly in frequency, and then reduced to a Tuesday,

Thursday and Saturday only service. The proposals would allow the L4 return to return to Monday to Saturday operation.

SERVICE L14

Eight comments have been collected from users of this service. These comments are general in nature, and not specific to any changes since these are not expected on this service.

SERVICE L2/X2

Seventeen comments have been collected from users of this service. Seven of these comments refer explicitly to the unreliability of the service with journey cancellations. This is fair comment, based on vehicle availability in the recent past. Two comments are from students hoping that the peak service will be maintained, and that will be the case since the peak timetable is largely unchanged.

One comment relates to fewer daytime buses running over the northern part of the route between Glaisdale and Assarts Farm under the proposals. This section of route would have a service up to every 30 minutes at peak times, but would be served only every two hours in the daytime, since buses would need to turn short to maintain the link from Wollaton Park Estate to Castle Marina.

Other comments are based on a pessimistic assumption that the service will be much reduced under the changes, which is not the case for most users. The basic L2 service will continue to be served hourly, and up to every 30 minutes at peak times.

OTHER SERVICES

One comment from a Beeston resident asked for reinstatement of the former L10 and L11 service in that area. Two comments for the L4 service also refer to the wish to see the L11 route return, as it was also withdrawn from the Beechdale area – now served only by the L4.