**Public Consultation on loss of bus services and routes in Bradley Stoke**

The consultation ran from 26th January – 13th March 2023. The Town Council publicised the consultation on their website, Facebook page and 6 noticeboards around the town. It was also included in the January 2023 BSTC newsletter.

Bradley Stoke Radio, Bradley Stoke Matters Magazine, Bradley Stoke Journal and Bradley Stoke Voice publications were given notification of the consultation.

**Results**

The office received a total of 126 responses to the consultation, 69 via the online response form set up on the Town Council website, 8 through separate emails, 3 written responses and 46 questionnaires completed by hand.

**Questions asked and responses**

**1. What impact has the loss of the bus routes in Bradley Stoke had on you and/or your family?**

* Cribbs Causeway and the surrounding shopping area is not accessible anymore for us as a family. I am a single mum with a 6y old. Recently had a spinal surgery, so I struggle to walk long distance. 73 was perfect for us at the end of the road (we live on Ormonds), it was easy to get on and in 12 min we were at Cribbs. I tend to do my food shop online, but sometimes if I need specific items, I can get them in M&S and Asda and use my shopping trolley (not allowed to carry or lift). This change in buses means I need to walk 15 min through the forest up on a steep road to get M1, then I need to walk back home another 15 min (according to Google maps, in my walk is more like 25 min). as is dark from about 4.30-5pm, means I cannot go and do shopping after work either.
* Some family members have been adversely impacted by services in the herbs travelling to the north of the town for work
* Minimal personally
* We both unable to work far, because of knee and hip problems, so losing the 73, either to get Cribbs causeway, shops or doctors, has made a great impact on for us both. We now have to get taxi's, friends of family to get us to any of the both places.
* Unable to visit Willow Brook or Cribbs or Gloucester Road.
* Ref 73 bus route. As it now does not come right up Woodlands Lane we have been left stranded. Not being able to go shopping as this was the only bus available. Not being able to get to the doctor's surgery. Cannot get to Cribbs Causeway. Where the bus stops now is too far to walk for many people.
* As a disabled person the re-routing of the number 73 means I have now got to walk to Bradley Stoke Way which is a bit of a walk for me to catch the T1, then walk back from this location to get home, I also have to attend Southmead Hospital every two weeks with my husband who has limited sight.
* I am unable to get a bus nearby which effects me because of amputation to one of my feet.
* I have to walk a lot further to a bus stop to get to places such as Tesco , the Mall and Broadmead
* I have arthritis and find it difficult to walk long distances
* I now have to walk over half a mile to catch a bus to either Cribbs Causeway or the City Centre.
* I am unable to visit my doctor or get to a supermarket now the 73 bus has been removed without having to rely on people to take me. Just because I'm older shouldn't mean my independence has been taken from me.
* I'm disabled so can not walk to the stop you now say is my nearest stop.
* I will not be able to get to chemist/Doctors plus Get to Bristol Parkway Also as you will not be going to Cribbs I can not get to dentist or council house plus the community cafe to meet friends. And who can afford a taxi for all the above ?
* The loss of the 73 has had a major impact on myself and my partner.
* The 73 used to come past Woodlands Park where I live on Woodlands Lane. These bus stops are now obsolete!! This means I cannot go to Tesco ( Willowbrook )and Cribbs causeway shopping !!! As I don't drive the loss of the 73 service has certainly totally isolated me. I also used to use this service when going to Parkway train station.
* I can no longer visit by bus my family in South Bradley Stoke
* I have the 73 route bus stops, in both directions, on Bowsland Way at the rear of my house. I have often made use of the bus to the Mall but notice that First Bus say they will not reinstate to The Mall. Thus I will find it much easier and quicker to use my car in the future. I do not intend to wait, especially in cold weather, for 2 buses. This does mean that I will no longer be doing my little bit to help the environment. The only suitable stops for ‘changeovers’ is outside Tesco at Willowbrook. Thus the M1 bus will, in total time, be no quick, and less convenient than the ‘direct’ 73. Another point regarding this change is that the 73 is parked up at Eagles Wood bus stop causing obstruction to the road traffic. Numerous large articulated vehicles use this road so possibly now an additional safety hazard.
* I am emailing regarding the huge impact of bus routes lost in Bradley Stoke. Personally, I used to take the 73 bus from Cribbs Causeway to Foxfield Avenue for work. The only bus now I can get is the M1 to Patchway Brook, which is a 15 min walk / 30 min round trip per day to work now. This has made a huge impact for me and I have no other option but to walk, even if its raining. It would be brilliant if there was an interchange stop between the M1, M4 & 73 bus that would connect the journey together if possible.
* The loss of the 73 route between Bradley Stoke and Cribbs Causeway is partially mitigated by the M1 routes, however the loss of options is nonetheless detrimental because the reliability of both bus routes has been poor in recent months. The remaining 73 bus route has been more reliable than the previous service since the recent change, especially the service departing for city centre around 0800, which is an essential commuter route. This service had an extremely frequent rate of cancellation prior to the change.
* Just more difficult to get into work as the buses are less frequent.
* Access to school at stoke Gifford
* Huge impact as my husband relies on public transport to travel to work. Has had to use Uber at great expense when buses cancelled at no notice
* It's made travelling to work at the mall more challenging, as the M1 doesn't run early enough for some shifts (Y6 to the rescue) & can be full later in the morning. Having the 73 traveling to the mall made getting to work so much easier & was less anxiety inducing.
* Two buses for my elderly parents to go to the mall even though they live less than two miles away.
* I have to walk further than I did previously as the 73 route changed from where I live. There are only 2 bus options for me now and I have to get two buses (one to the centre and then another to drop my child to school)
* My family has to spend far more money on bus travel as we can no longer catch a bus direct to cribbs causeway raising our costs from £3 to £6. We are now considering buying a car as the buses are so expensive and take so long.
* The loss of the 73 running through Bradley Stoke itself means it's now extremely difficult to travel from Bradley Stoke down Gloucester Road - the only travel option available is B Stoke to Cabot Circus/The Centre and nowhere else or in-between
* I don't drive so have no option but to get the bus. I occasionally have a need to visit the Sorting Office in Patchway - this is now more difficult as the Metro bus has far fewer stops meaning I would have to get off at the Fire Station and walk back a fair distance to get to the Sorting Office. I have also noticed that the 73 sometimes doesn't even go as far as Eagleswood but terminates at Willowbrook!!
* I am unable to walk very far and loosing the 73 to the mall has made it very difficult for me to get to my mother's. Changing buses is not good for my condition and also doubles the cost!
* Worse service, waiting, queues and not being able to be on time at work at almost daily basis
* Could I make a suggestion about the 73 bus route, I think that if 73 could go on around Aztec West roundabout, at least say five times a day eg. 09:30, 11:30, 14:00, 15:30 and 19:30 all to avoid rush hour, tie in with existing timetable and give passengers various length of visit at destinations. I note that Eagles Wood is by a roundabout so Aztec West is also a roundabout for the return journey.
* I need to be in wheelchair for any distance so someone has to push it, if 73 doesn't stop outside woodlands park much further to go on the street which needs heavyweight wheelchair rather that lightweight for bus and shops and relatives visits.
* I use public transport to travel to work I've had to add an hour on either end of my day to accommodate for the changes and transport is less frequent And the changes mean I cannot fit my work schedule around it as, although I've consulted my workplace, my times are set and I can be late or leave early
* It is difficult to get to Stoke Gifford Medical centre with nothing going in the east-west direction; it’s either on foot (an hour there and back), or by planning ahead to go around (the m4 helps, but it still involves a half an hour walk either way).
* I am part of a retirement park of 179 households now with no easy access to a bus service. We are not all car owners and some have health issues which made us dependent on the 73 bus service. Also, the shift-workers on the light industrial estate here made use of this service. May I suggest Stagecoach, who operate the nos. 10 and 11 services from Thornbury and Aztec west, be asked to extend this service via Woodlands Lane (North) and Pear tree Road. This would at least give local residents back their access to local shops, Bradley Stoke Surgery and other bus services.
* Major impact as cannot get a bus to Bristol Parkway Station or to Concord Medical Centre.
* The new terminus for the 73 bus is directly outside my home The bus now stops there for ten minutes in every thirty giving any passengers on the top deck who are waiting to depart a clear view into my home and garden. This is an invasion of my privacy. During rush hour the parked bus causes traffic queues as traffic coming behind it are unable to pass by. In better weather the emissions from these vehicles will prevent windows being opened in my home.
* It means that I am unable to transport from home to school easily and therefore have to wait for half an hour a lot of the time and I do not have enough time to get home as I have to do things.
* The loss of the 73 and 19 buses from The Mall has had a significant impact on me. I have lived in Wrington Close, Little Stoke for over 35 years, and over this time seen all our bus services deplete. The last time I visited The Mall, I did not know that the 73 service had been terminated, and after waiting on the bus stop for a considerable amount of time, was told by another passenger that the service no longer ran. I had to catch the M1 to Tesco and then walk to my home. This really is unacceptable, as a lone woman walking home in the dark is unsafe. I appreciate that I can catch the No.12 or Y6 which travels along Stoke Lane, but these services are very limited, and I still have to walk to my home which takes approx. 10-15 minutes. The loss of the 19 from The Mall is another blow, as this was another option.
* I don’t drive and with COPD I can’t walk that far, I need the bus for doctors and bank
* I go to Bradley Stoke (Willow Brook) and The Mall (The Mall is important)
* I am 86 and look forward to my trips to The Mall, catching the bus from outside the Park
* Won’t be able to get to Dr surgery, The Mall and shops
* Note being able to get to Tesco Willow Brook and the Mall without a very long walk
* 20 minute walk to Aldi to catch the M1 to Cribbs Causeway. My balance is not good, have one replaced hip and my age is 76
* I can no longer get out to go shopping or attend appointments at the GP or hospital
* Woodlands Park is a site for over 50s, a lot of people have mobility issues and cannot walk to Aztec West roundabout
* Unable to get to GP practice, supermarket for shopping, chemist to collect prescriptions. Feeling of isolation
* Two buses to get to the Mall Cribbs Causeway! Too far to walk to eagles Wood to get to Willow Brook. Return with heavy shopping. Elderly people live on woodlands Park, most with limited mobility
* Inconvenience to the residents who live on the Woodlands site
* It has made it very difficult to access the new bus stop, as have walking difficulties and is uphill, also a long distance to walk back with shopping, and also very difficult to get to the doctors
* Because I have no transport. I am 83 years old and need transport for appointments
* Now difficult to get to doctors or shops
* Difficult getting to shops and doctors for a lot of people
* Difficulty getting to the new bus stop
* Taken away easy access to Cribbs Causeway. Going to Southmead hospital the 73 provided link to Yate bus at Cribbs for the hospital
* Difficulty walking to new bus stops, have COPD & asthma, can’t get to doctors
* Very difficult to get to GP or shopping centre without the bus
* I can not get to do my shopping or dentist, railway, Drs surgery as I am limited in my movement and unable to walk far without causing me severe pain etc.
* Won’t be able to get to doctors, shops, Mall and you will be housebound and it will affect me mentally
* Difficult to get to new bus stop
* Massive impact. Can’t get to shops, surgery or Cribbs Causeway
* Can’t get to Tesco’s for shopping as it’s a long walk to the M1. Difficult to get to Parkway Station
* A large impact to the amount of walking time to the bus stop due to disability problems
* Long walk to nearest bus stop now for 73
* Cannot get to Cribbs Causeway
* Mine for service to Cribbs Causeway, and to the city centre from Woodlands Lane
* I no longer shop at Cribbs Causeway
* I cannot get to my doctors or go shopping due to having COPD and being unable to walk far
* Unable to walk far so can’t get out & about without bus
* The impact is disastrous. I am 84 years old and have arthritis. I can’t go to the doctor or dentist or anywhere without the 73 bus as I can’t walk very far and I can’t get my shopping
* As a result of the 73 bus no longer going along Woodlands Lane, I am no longer able to easily access Cribbs Causeway which provides a link to Southmead hospital. Also am unable to visit my GP or Willowbrook. This is having an impact on my mental health.
* A long walk to the nearest bus stop
* How will we get to Drs, shops, it will affect us all mentally
* Impacts my mother catching the bus when she can’t walk far
* My mum can no longer get to me. I have to pick her up
* Unable to get to surgery, shopping etc.
* I have osteoarthritis so find it very difficult walking to the new site of the bus stop
* Getting to and from supermarkets and Bradley Stoke surgery
* Being disabled I cannot now get to Doctor/chemist, dentist, get to Willow Brook or Bristol Parkway, or Cribbs Causeway
* The loss of bus routes does not encourage the public to want to use the bus service or what remains of it
* We live in Amberley Road, off Stoke Lane and as the m1 does not stop at the Stoke Lane bus stop it means a long walk from the Aztec west roundabout stop to our home. This is very difficult when we have to carry our shopping from Willow brook center.
* Now that the 73 route is not ending in the Mall we have long walks to a bus stop. The stop at Stoke Lane and A38 is no longer used.
* Number 73 bus does not stop at my side of Bradley Stoke. It now means I have no bus that will take me to Bristol parkway station
* Makes me get to my office
* Not much as M1 during daytime is used more often.
* We don't have any way of getting to Bristol Parkway Station via public transport. We now have to drive there or just drive the whole way on our journey. Our elderly neighbour has been cut off from her social life. She used to go swimming but there isn't a bus to take her there. She would have to walk to the M1 which is too far for her. It's created isolation.
* Unable to get to Parkway Station.
* Not had any impact it do not want any further loss or reduction in services, particularly into city centre.
* Moved in last week, so not at all.
* Longer commute, the m1 home us always full and ni queue at the stops.
* Almond close 73 station is the only nearest bus station to whatever direction. It will mean walking to where we can get M1 or change buses
* The 73 no longer serving Webbs Wood and Bailey's Court means I am no longer able to easily get to Parkway Station or Filton without having to change buses at the Willow Brook. As a disabled person with limited mobility this is not an ideal situation
* It means that we have lost the convenience of being able to get on a bus to get to Willow Brook Centre or to Cribbs Causeway. We are elderly and found it easy to catch the bus. It was also free, as opposed to getting the car out. Using cars is also polluting.
* Huge delays in getting home as I now have to walk from the Woodlands Business park to Patchway Brook roundabout to get on M1 which is definitely more frequent and more reliable than 73. However I used to be able to walk to the 73 bus stop in a matter of a few minutes to get on 73 to get to Cribbs Causeway. I live in Westbury on Trym BS9 and work in Bradley Stoke, I am so disappointed that it takes 2 busses and roughy an hour and a half to get home. I’m missing out on valuable time with family.
* First Bus Service, T1, from Rock Street, Thornbury, to Aztec West roundabout, Bradley Stoke - Please note that I use this Bus Service to get to work from Rock Street, Thornbury, to Aztec West roundabout, Bradley Stoke, and I find it is a really good reliable Service, and I definitely want it to continue. I would also like it to continue from the Rock Street car park Bus stop pick up, please.
* The 73 bus being withdrawn from Ellan Hay Rd directly impacted my getting to work at MoD. Then Covid struck so this was masked. I am unable to get public transport to Bristol Parkway or the MoD without involving a long walk and I cannot risk turning up to work soaked in times of downpours of rain. I therefore take my car which goes completely against the "use public transport" narrative which we should be following but cant if public transport is not available. Also, I feel strongly for the residents of Woodlands Park, The Grange and Park in the North of Bradley Stoke whose lives have been severely impacted by the loss of the No73. The people who live in Woodlands Park especially have mobility issues and simply cannot walk the distance to get to Aztec West to pick up a link to Cribbs Causeway.
* As a front line NHS worker I worked night shifts at Southmead hospital. The easiest way home after working an exhausting 12.5 hours was to take a bus from the hospital to Horfield Health Centre where I would transfer onto the 73 to Ellan Hay Road (my home). Since redirection of this service I have had to travel into the city centre to get home, a far more tiring journey. Due to this I have declined to return to work at Southmead after my maternity leave. The hospital has lost a vital worker and I am now leaving the area to move to Cornwall in part due to this.
* I live by Westfield Way, I just have to walk about 15 minutes to get my bus now instead of the route outside my house. This honestly isn't too much of an issue really but in the winter at night, I feel a little uneasy walking that way alone. The 73 takes too long to get into town and no longer goes to Cribbs so honestly is just redundant to me personally but I do know it would be useful for those going to Glos road still / Parkway.
* I am writing on behalf of a close friend who is 92 this year and has not got internet. Since the 73 bus no longer services Baileys Court Road she is feeling more and more isolated and lonely. She is a widow and does not drive. She lives in Robbins Close and it is a fair old walk for her to get the Metro - and this is even more difficult during the winter months due to poor weather. She has had a knee replacement and finds it hard to walk very far. She is not the only person affected this way due to the re-routing of the 73 bus. There are many elderly people that I know that are suffering in the same way. I am a pensioner myself and live in Westfield Way. It is a long walk to me too to get to the Metro stop if I wanted to go to the Mall (now this route has stopped on the 73) - or to get to the Livingwell Club (at the Hilton Doubletree Hotel) where I and my friend like to go for a swim. It really has had a very negative impact on my friend’s mental health as she can go days without seeing anyone and it is very difficult for her to go out and about to meet friends or even go shopping.
* It makes me late for work most days. The buses are usually full due to earlier cancellations.
* The removal of Webbs Wood Road from the 73 route has made it more difficult for me to travel to the Filton/Horfield/Bishopston area of Gloucester Road as I now have to walk for 25 minutes to get the 73 instead of 5 minutes. The buses are so infrequent and difficult to time that combined with the long walk I have switched to using taxis for this journey instead of the bus.
* I live in Stoke Lodge and I used to travel to Bristol centre using the 19 bus and the M1. On the return journey I would use the M1 to Aztec Roundabout and wait for the 73 to take me to Stoke Lane. I am elderly. Now I have a 20 minute walk down the A38 to get home. Lovely on a cold wet night. The M1 does not stop at The Common , Stoke Lane or Patchway Roundabout. So it does not replace the 73 service. The metro mayor now needs to think about residents and not First Buses profits.
* Not a big impact - we still have provision, the m4 has been added. But confidence in bus timings has dropped and we do have to wait longer for busses.
* Stopped me taking the bus.
* I use the 73 to get to Aztec west from near jubilee centre. I drop my child to school at stoke lodge and then have to go get the 73. I am aware the m1 is available from by the leisure centre but this means extra walking time and the bus won't get me there on time. This means I have to use other more costly options. Like paying for breakfast club for my daughter at 8 pounds a day, or using an Uber which costs me 10 pounds one way or walking which means I am late. I took my job on knowing it was school hours to fit around my daughter who is autistic. Either these changes will mean I end up having to pay more money out of my wages which I cannot afford with the cost of living crisis or losing my job!
* The curtailment of the service 73 route has impacted my ability to get to Cribbs Causeway. I cannot drive and I have not been there since the changes to this service. This impacts how I shop and my ability to contribute to the economy in that area. Having a disability makes it hard for me to walk a long way to the metrobus stops, whereas the 73 to Cribbs Causeway used to stop at the end of my road. The loss of service 19, which now terminates at Parkway Station, has also impacted my ability to get to my dentist in Kingswood, as well as socialise and travel further afield. I've been unable to find an NHS dentist in this area after moving from Kingswood to Bradley Stoke only last year. I'm lucky to still have an NHS dentist in Kingswood, but with the loss of the bus 19 stop nearby, I now have to get 4 buses to and from appointments. All my friends also still live around the Kingswood area, and I'm currently missing out on social activities because I'm not easily able to get there to see them. The timings of the buses do not work out for connections, and with infrequent services this is simply not practical. The reason First Bus gave for the route changes on service 19 is illogical, as the m4 metrobus does not serve Bournton Avenue where the number 19 used to stop just a short walk from my home.

As an example, I had to go to the dentist only last week due to tooth pain and it took me over 3.5 hours to get home due to late services and missed connections. This impacted my health and due to increased pain and fatigue I had time off work the following day because of it. That journey used to be an easy, single bus ride of around an hour on the number 19.

I also had no idea that service 19 had been curtailed due to lack of information and announcement from First Bus. It was only when I actually went to get it last month that I found it had been stopped.

My world is already small due to disability and not being able to drive, but these losses to the bus routes means it is shrinking it even smaller. I specifically moved to Bradley Stoke because it had such great public transport links and made the area very accessible for me, but that is no longer the case.

Not everybody has the means to use the limited metrobus routes, which is a concept seemingly lost on First Bus. The now more limited routes are not sustainable and the loss of these services is having an immeasurable impact on the health and wellbeing of your residents who relied upon them.

* There has been a significant impact on my family by the re-routing of the 73 bus. My husband and I who are both senior citizens used to regularly use the 73 from the Bradley Stoke Way / Webbs Wood bus stop. This was a 5 minute walk from our home to go to Gloucester Road to visit friends and family, dentist, hairdresser and shopping. Also Parkway Station, Stoke Gifford and Abbeywood Retail Park. Our nearest 73 bus stop is now on Brook Way a 15 minute walk through the Nature Reserve. We can now only use the bus during the hours of daylight as the path (unlike a pavement) is uneven and unlit. Sturdy footwear (not smart) is essential, making taking a change of footwear often necessary. We no longer drive at night so a bus journey is our only way of travelling after dark. As we are elderly we are relying more and more on public transport. A safe walk on a pavement at any time of day is not possible as the next nearest 73 bus stop on Orpheus Avenue is too far away from our home. No consideration for the needs of the elderly, disabled or families with young children living near us was considered when the route of the 73 bus was changed.
* I live on Pursey Drive, so now have a 10-15 minute walk to reach any of the T1, m1 or 73 as there is no longer any bus service on Baileys Court Road. This has also resulted in a loss of any connection to Bristol Parkway (alleged to be a hub for bus services) or to Filton and Gloucester Road generally. As a pensioner, I don't know how much longer I will be able to continue that walk.
* I have a relationship in south east Bradley stoke where we like to eat and drink in that area that now cost me £8/10 to get home. I refuse to hop on the M1 or T1 to travel from Webb’s wood to Tesco, 2 mins at a cost of £2. Cancellation of the 73 in the south east side of BS is damaging to the community. Do a loop around Ellen Hey and reconnect with brook way as they have cut the service at Eagles close so the cost is off set.
* I am disabled and feel totally isolated by no bus service I can physically reach in my area. I have lived in Pursey Drive for 32 years and this is the second time this part of South Bradley Stoke has been cut off. We have lost 9 bus stops, including access to Sainsbury’s and Abbeywood Retail which was busy and used regularly, obviously reducing the 73 bus service further is green light for WOE and First Bus to cancel the service. I have contacted WOE, Jack Lopresti and First Bus who are not interested or care. Why has new M bus costing millions put in place when Arena delayed for years?
* We no longer have a direct route to Cribbs Causeway. It is too far to walk to M4 or M1 i.e. >20 minutes. Indirect transfer to the Metrobus via 73 typically adds 20-30 minutes to the journey. The pre-January 73 route was routinely used by a significant number of school children, who have to catch another bus from Cribbs Causeway to their school.
* Please bring back bus 19! I used it to get bus 19 to work near Kingswood and also go to Bath at weekends. One bus no fuss or changes now gone from our route. The buses to parkway train station are not reliable so I am frequently late to work having to get the 19 now from there. Also means more cost as you are changing buses. Please bring it back to Little Stoke.
* Significant! We use the existing service regularly to and from around Bristol including the Centre.
* Positive: Journey from central Bradley Stoke to Bristol Parkway Station has become quicker since the south-east loop of the 73 service was removed. Not for me personally, but anyone needing to change from the 73 to the M1 in order to travel to Cribbs Causeway will now be paying a lot more for a return journey – £6.00 for a First Day ticket instead of £3.50 for a 2-Trip ticket. Not for me personally, but anyone who used to take the 73 service from the Newleaze or Woodlands Park stops towards Cribbs Causeway must now walk up to an additional 600m to the MetroBus stop on Gloucester Road from where the M1 service can be taken.
* Very little because I worked at Airbus Filton for >30 years and there were no buses available to/from one of the biggest employers in North Bristol. Rarely use buses since retirement because they are fat too unreliable. Despite having a free bus pass.
* Moving the 73 from its previous route around webbs wood road makes it very difficult to use public transport to get to work near temple meads station. Instead of a bus that goes all the way from near my home in juniper way, I now have to take the m1 and walk for 20-30 mins to work regardless of the weather.
* My daughter is it Abbywood community school and is in her first year and not used to travelling by bus. We live just off the Baileys court road (near Berkeley mead end) and with out the 73 she is unable to get a direct bus to and from school. She has to take multiple buses 73 and M1 which costs more and often has to wait long periods of time. When in the past the 73 came down the Baileys court road. There is no school bus so not many alternatives. Unfortunately the local school is over subscribed and there is no transportation for people living in Bradley stoke to get child directly to Abby wood.
* I can honestly say that the new 73 bus route has improved our lives. No more buses waiting outside of my house with the desiel engine running for up to 10 minutes at a time every 12-15 minutes from 6 o’clock in the morning until 2 o’clock in the following morning polluting the air coming into my garden and passengers gawping into my house and garden. Witnessing bus drivers urinating into Woodlands lane at the back of the bus and people waiting for a bus committing unsociable behaviour due to the the bus not arriving on time.
* Lack of easy access to Willow Brook centre, Cribbs Causeway shops and Bristol Parkway station without having to resort to using a car. As I have difficulty walking except for a short distance a nearby bus is a must. Similarly for my wife who has recently had to undergo treatment for cancer. Had to make more use of the car locally as no adequate service that meets my needs/requirements
* The 73 has had a huge impact. My son who is at Abbeywood has to get an Uber to school now, which is so expensive, when he has a heavy bag for cooking or if he injures himself and is unable to cycle to school. Also I used to use it to get to and from work at Filton.
* Liquidation Ellan Hay Road stop bus and route. . Now I am struggling to journey to work...and also liquidation of 73 service to Cribbs Causeway.
* None
* Bus 73 route cancellation from webbs wood through to stoke Gifford has affected me and family financially and extra time and hussle. We relied greatly on this route to and fro, dropping off the kids in school and childminding, I have to get a taxi now or exchange at least two buses to get to my destination. Financially not idea in the current economic situation. Many families like myself and beginning to consider driving, not great for the environment and meaning less use of public transport which the government is vehemently fighting to eradicate.
* I have been catching the bus since 2007. I am one of many that have to walk to Stoke Gifford (in all weathers), to await the 73. The timings have slipped from 07.40 to 07.51 am, which is not that good for getting to work by eight am! And most evenings take a 70 to UWE, do a connect for M1, to have to walk from the outer edge of Bradley Stoke, as the evening after 5pm for this service is rubbish and cannot be counted upon.

**2. What suggestions do you have for different routes/changes to existing services in the town?**

* Bring the M1 round Bowsland Way, then going up on Woodlands Lane, so people living in this area can still have a bus service going to Cribbs. I don't tend to go to town much as is a long journey going and coming back in my condition and Cribbs was the only place we could go
* Herbs area of Bradley Stoke needs better services off Bradley Stoke Way
* Bring back the 73 connection to Cribbs Causeway even if it’s just a single additional stop.
* Why cannot the T1 or M1 come down Woodlands Lane to the roundabout by the Toby Carvery, they go down Pear Tree Lane, pick up their said route again. We will also see that there is no bus stop between the Double Tree Hotel and the stop by Aldi, so by diverting down or up Woodlands lane causing the bus to go out of the way.
* Return the service via upper Woodlands Lane.
* If the bus company can run the route to Eagles Wood, why can't they run it to the end of Woodlands Lane. It can then turn round by the Hilton and do the reverse journey. At least we can then access the surgery and shops
* Maybe the M1 could be routed to serve the two stops on Woodlands Lane and then round the roundabout to access Pear Tree Road, the M1 will not have missed any bus stops and will then be able to continue on it's normal route.
* If the T1 or M1 were redirected down Woodlands Lane after the Aztec West stop then to go along Pear Tree Road it would solve our problems. As there are no stops between Aztec West Hotel and Aldi this would not effect any current stops for these two buses.
* A bus the stops in Woodlands Lane would be very helpful
* Keep the 73 on the old route down Woodlands lane
* Suggest you extent the route to the Woodlands stop.
* Please allow the 73 to continue it's journey to the Mall so I'm not living in an isolated community
* Put the route back especially from Cribbs though Woodlands Lane to Bristol Parkway which will cover all of the above.
* I would like the 73 to run down Woodlands Lane past the Newleaze stop and the Woodlands Park stop. Which will allow not just myself but all of the elderly people who live on the Park home site... this will then allow them to go food shopping etc. The other bus stops are a lot further away to which some people cannot walk that distance.
* A easier crossover between 73 and M! & T1 at Aldi in North Bradley Stoke
* Better direct services to Southmead hospital for staff, outpatients and visitors. Currently we rely on the no. 10 service provided by Stagecoach which is good but infrequent (hourly or less) and rather slow (routes via UWE and Horfield). On the issue of First Bus vs Stagecoach, a single fare/ticketing system is required to improve flexibility, interoperability and value for money (currently First Bus fares do not contribute to the First Bus daily fare cap).
* Need more T1 services after 7am-8pm until 10am. And likewise in the evening when commuting back home.
* Southmead direct. How can we not have one already
* Buses turning up as shown on app regularly
* Having the 73 serve the mall again & run the timetable and route it had before it was changed last month.
* Reinstate the 73 to the mall. Reinstate the buses along Brandon avenue, doctors surgery and a lot of homes along there.
* Earlier consultation and reinstate buses on Webbs wood Road, Bradley Stoke
* My suggestion is to introduce timed tickets rather than single, 2 trip or day tickets. Since first bus has cancelled so many routes we are all having to pay for day tickets instead of a return.
* The old 73 route should be reinstated. It really is that simple. I can't think of any reason to have removed it. If demand is really too low for First to justify, split the route into 2 versions (a 73 and 73X maybe?) where every other bus remains as it is currently, and every other travels the old route
* I would just like a bus service that is reliable and fit for purpose. The Metro buses are all very well but have limited stops. I work in Stoke Gifford and there is a huge need for a reliable bus from Bradley Stoke to Parkway Station, Aviva, MoD etc. Stagecoach isn't much better than First Bus for reliability but I'm forced to use them sometimes when the 73 doesn't show, even though it means paying for a ticket when I've already paid a considerable amount for my monthly First Buss pass. I think a lot of people in Bradley Stoke would welcome a competitor for First Bus - that might make them smarten up their act! At the moment they hold us pretty much to ransom.
* Bring back the 73 going to the mall
* M1 should always be on time every 10ish minutes
* 73 could go on around Aztec West roundabout, at least say five times a day e.g. 09:30, 11:30, 14:00, 15:30 and 19:30 all to avoid rush hour, tie in with existing timetable and give passengers various length of visit at destinations.
* I don't mind the changes. I would just appreciate accurate time tables I use (Google maps, moovit, the council's provided timetables) It's worth noting that all three of the above are out of sync with each other, and provided different times for different stops But also, the buses don't seem to adhere to a set source of information either. There have been times where Google maps have been accurate but the council timetable is off by as much as 20 mins, or moovit was accurate, but Google maps was off and so on.
* Unsure. There is a connection missing between the eastern side of Bradley Stoke and the station, but I cannot think of any other route than what the 73 used to take.
* We should be able to access our local railway station via bus.
* The 73 bus should travel the entire length of Woodlands Lane to link up with the M1 (Cribbs Causeway) service at Aztec Roundabout. This would restore a bus service to the Woodlands Caravan Park. The 73 could then use the Aztec site for its terminus where the drivers would find facilities for their use
* It would be great to have lots of buses in the West near Bristol especially to meet at one part all closer to each other, instead of meeting at town, but still go to town while doing so.
* I would like to see the return of the 73 and 19 services from The Mall. How am I supposed to travel to Bath now that service 19 has been terminated! At least when the 73 was going to The Mall, I could get home with only a shorter walk.
* Can’t think of any different route but need to be able to get to Drs, The Mall and shops
* By putting the 73 bus route back on to how it used to be
* Need to reinstate no 73 by Woodlands Park to Cribbs and Willow Brook
* We need to have a regular and reliable service going past Woodlands Park on Woodlands Lane
* The 73 could go along Woodlands Lane to Aztec West roundabout and back along Woodlands Lane
* The no 73 route needs to revert to its original route from Temple Meads to Cribbs Causeway and back
* The 73 to travel along Woodlands Lane
* More bus routes, keep the same bus stops
* As regards to the 73 route, it can be extended to Aztec West roundabout, bus stop Aztec West business park, this will allow for intending passengers to be picked up from business park, Hilton Hotel staff, industrial unit staff plus residents of houses and Woodlands Park, where a lot of residents have walking difficulties. Although Cribbs would be the best result
* Would like it to be as it was through Woodlands
* Just need to be able to get to GP surgery and other local services from my home at woodlands Park
* None, it should stay the same or drive up to Aztec West roundabout
* Not to change it
* M1 and T1 are now the buses to town, not easy to access stops, much more difficult now 73 axed due to distance to stops
* Don’t want new routes, should stay as was
* Make sure there is a regular service that passes Woodlands Park as all the residents are over 55 and many people cannot drive and are poorly
* Keep existing service or similar. You have taken away my liberty
* No other routes. No other changes possible
* Keep it the same
* For the 73 to carry on to the end of Woodlands Lane. They can use Ash Ridge Road to turn around
* The 73 should/could come down Woodlands Lane and turn left on to Bradley Stoke Way
* Extending it along Woodlands Road past Woodlands Park
* Extend 73 to Woodlands Road
* Why has it been changed? The route was used by elderly pensioners from Woodlands Park. Pensioners have not been taken into consideration.
* None
* 73 stop Woodlands Park and M1 could stop on Aztec West roundabout
* Go back to the old route for 73 to go past Woodlands Park
* Put back a bus to stop outside on main road, back to normal
* Bus 73 to go down Woodlands Lane
* Either reinstate the 73 route to its old route or re-route the M1 to cover the end of Woodlands Lane
* M1 to go along Woodlands Lane and right out roundabout down Pear Tree Road and then it takes you back on original M1 route
* Need it for local Dr and to get our shopping
* To keep the existing route for the elderly to use
* To still have buses coming up woodlands Lane for use by elderly who live in woodlands Park
* The M1 (and poss M4) do not stop on Bradley stoke Way. Too far to walk which is past Aztec West roundabout
* Possibly reinstate just one bus stop on Woodlands Lane instead of the previous two stops. The bus could use the Aztec roundabout as the end of the journey.
* The end of Woodlands Lane then swing around Aztec roundabout back into Woodlands Lane
* A bus (single) running from Cribbs through Woodlands Lane to Parkway
* That the M1 service must deviate from its current route travelling along Woodlands Lane to provide a fit for purpose bus service, to meet the needs of local residents by the provision of an appropriate and coherent bus service.
* As there is a considerable distance between the 2 stops of m1 from Aztec west to Patchway fire station, it would be great if it can make a stop at Stoke Lane.
* The M1 should have more stops between Aztec and Patchway Hub. The Stoke Lane /A38 stop being an example. More stops in the opposite direction are also needed There is no need for both the M1 and M4 to go via UWE. One of them could go directly to town like the T1.
* It would be great if there is a bus going to Bristol Parkway Station and to Fishponds/Hillfields, especially during weekends.
* M1 route is perfect please don’t change that
* M4 coming into Bradley Stoke
* Number 73 route needs to go back to its original route. There was no need to change it and doing so was totally unnecessary
* At this point only M1 goes to the centre and it hurts, cause I always used T1 then as M1 goes through UWE which is a longer route. Now I only have the option of using M1 which cancels and is sometimes late. Secondly, can we reduce the wait time at cabot circus? 8 mins is such a long time. Its hurts my soul. I stay at Patchway Brook for reference.
* Better reliability for space in commuter services remember children use for school some Thornbury school children go down the road to get a seat on the bus back up they struggle too
* A bus route from Bradley Stoke way to Parkway Station.
* Reinstate the 73 along the original route to include Baileys Court Road but maybe cut down on the number of buses per hour to keep costs down.
* 73 should still go to cribbs causeway, gives alternative routes for people
* Either return the 73 to the original service or make the M1 interchange with the M4 making travel easier. Even if the 73 ran the original route just once an hour would be better than the current service
* Given Southmead is the primary hospital for the area of Bradley Stoke it's shocking that there's not an adequate direct bus between the two areas. People travelling to work, to visit loved ones, or to attend appointments are having to take more than one bus each way, take a nearly hour long journey, or pay for a taxi. We need a quicker and direct bus.
* There should be a convenient service to local shopping centres, including Willow Brook and Cribbs Causeway. This helps the local economy!
* It would be nice to have a slightly closer bus for the winter months (just during peak times!). The x73 (long defunct now) was really useful as it only ran during commuting time but allowed me to get thst bit closer to home. Truthfully the M1 and T1 are very useful at getting to town and isn't too much of a walk for me so this only really applies when it's cold and dark purely from a safety perspective. I have been followed almost to my front door before and it was quite a scary experience, fortunately another commuter wouldn't leave me as she could see what was happening.
* Can M1 go via the business estates on woodlands Lane? Or can 73 go to Cribbs again ?
* The residents of Woodlands Park would prefer to see the No73 reinstated. If that is not possible it would be a very great improvement to the current situation if the No73 could travel down to Aztec West bus stop where the M1 stops so they can make the connection to Cribbs Causeway. The bus could then turn around at the AW island and back up Woodlands Lane and onwards.
* Start running M1 earlier times in the week like they do on the weekends. Reintroduce the 73 route to terminate at Cribbs Causeway
* We do appreciate that with increasing costs, services need to be reviewed. However I would strongly suggest the 73 bus could be routed to cover at least some of Baileys Court Road (e.g. maybe cut through by the Tesco Express, Baileys Court Inn and then turn down towards Orpheus Avenue (then obviously reverse this on the way back. It would be good too to have the 73 go back to going to the Mall but this isn't quite as vital. However it would be good to have a stop for the 73 that also services the Metro (e.g. near the Aldi/Hollowtree area) when someone could get the 73 then swap over to the Metro to go to the Mall.
* I realise that Webbs Wood Road isn't really worth adding to a bus route but it would be good if more buses could serve the section of Bradley Stoke Way next to Webbs Wood Road than just the T1 and M1, which when travelling south from Bradley Stoke both have very few stops before the centre and cover similar areas.
* The 73 bus needs to reinstated by First or the service given the Stagecoach which seems to survive on lower profit margins.
* Sheltered bus stops with live updates at every bus stop.
* Have both the 73 and M4 going to fox den road. As I can’t utilize the M4 to work.
* It should at least carry on to by Aztec west as so many people will need this for work.
* Bring back the old routes for both the number 73 and 19, or offer alternative much more frequent services that run in their place.
* The M1 is a brilliant service when we need to get to Bristol City Centre. A bus to Southmead Hospital would be invaluable. Parking there is difficult and expensive. I have to rely on lifts to get me to appointments. Is it not possible for the 73 or another bus to go from Bradley Stoke via Station Road up to the A38 and then down the A38 towards Bristol stopping at a bus stop by Horfield Leisure Centre. It would then be only a 5 minute walk down Dorian Road to the hospital.
* When the 73 was withdrawn from Baileys Court and the 15 minute service was running from Temple Meads to Parkway, the same number of vehicles were used, so I don't believe that is a valid reason to remove the service. No consideration appears to be given to re-routing the Stagecoach 10. Whilst not as good as previously, it would at least provide some service. Alternatively, a local connecting shuttle service looping around Bradley Stoke to include Parkway station.
* Answered in Q1
* Stop concentrating on Stoke Gifford and North Bradley Stoke. A bus service along Baileys Court Road to Cribbs Causeway put back in place. Coronavirus an excuse. I pay council tax so transport for the local community should be reinstated.
* Ideally M4 or M1 routes are extended to cover Brook Way.
* Bring back the full route for bus 19. Bus 73 also should serve its old route again.
* None
* Extend northern terminus of 73 service to ensure Newleaze and Woodlands Park stops are still served. This could be achieved by turning at one of Ashridge Road, Aztec West Roundabout, Aztec West Business Park Roundabout or Patchway Brook Roundabout. However, it is noted that there is significant traffic congestion westbound on Woodlands Lane in the afternoon peak, so this would need to be considered in setting the timetable. Consider reinstating south-east loop of 73 service (Baileys Court Road, Webbs Wood Road). This should be possible now that overall route length has been shortened by no longer running to Cribbs Causeway. This is needed as there is no easy way to get to Bristol Parkway Station from south-east Bradley Stoke. If reinstating south-east loop of 73 service is not possible, councils should consider offering options such as dial-a-ride, taxi vouchers, community transport vouchers, e-scooter vouchers to disadvantaged people in this area who need to travel to local destinations such as Bradley Stoke Surgery, Willow Brook Centre or to reach bus stops for onward travel to Cribbs Causeway, Bristol Parkway Station and Bristol city centre via the 73, M1 or T1 services.
* Much improved coverage & reliability to places of interest like Cribbs, Bristol City Centre, Parkway & Temple meads station. Current policies will never encourage passengers to use public transport instead of their cars.
* Move the 73 back to its original route which covers webbs wood road.
* Bring back 73 to baileys court road.
* I appreciate that residence need reasonably located bus stops to their properties however I do not see that having to walk 100 metres to the nearest stop is too far for anybody.
* Bring back the 73 bus route to Bailey’s Court Road and Cribbs Causeway.
* I would like the 73 bus route to remain as it was. We live in South Bradley Stoke but a cut off from bus routes to get to Abbeywood and beyond.
* Turn back 73 service route by Ellan Hay Road and Cribbs Causeway
* Reinstate the 73 through to stoke Gifford from webbs wood road or offer alternative bus services to offer similar services.
* Much more buses to Thornbiry and back at peak hours. T1 to go into centre again.
* My suggestion to be followed from then same to now for coping with stranded persons, and for those wanting to get to work and back without long walks. The 73 does the Bradley Stoke windy way tour of old route. So in morning say at 7.30 a bus comes through to get people to work, and day travel out too. So for returning back to Bradley Stoke is two returning, one at lunch time, and one at say 5.30 evening. This would mean a standard timed regular service that connects the inner township dots.

**Questions 3, 4 & 5 are from First Bus**

**3. What would you like in a bus service?**

* Reliability
* Regular and reliable buses
* Reliability and getting where I need to be (Bradley stoke and city centre)
* Being able to get to the shops, doctors and hospital, which now the route of the 73 has changed, we can no longer get to Cribbs without walking further to get the M1, once at Cribbs we have to get a further two buses to get to Southmead. walking further for a different bus is not helpful if you have a disability.
* Regular buses.
* RELIABILITY
* To be able to get from A to B like you can in South Bristol without having to walk a distance to catch a bus or to be able to get a connection without too much hassle.
* To turn up when advertised, punctual and cleanliness. I would also like your British drivers to be a bit more happier in their job, I am British and white but I find white British male drivers to be miserable and very very rude at times.
* A regular reliable service
* Reliable timetable
* Reliability
* Just to have one would be good but a reliable service would be even better
* Reliable
* I would like the 73 to run down Woodlands Lane past the Newleaze stop and the Woodlands Park stop. Which will allow not just myself but all of the elderly people who live on the Park home site... this will then allow them to go food shopping etc. The other bus stops are a lot further away to which some people cannot walk that distance.
* A continuation of service to Cribbs Causeway from Brooke Way
* Reliability. Too often services are delayed or cancelled. This is no use for commuters in particular.
* Connectivity. It is frustrating to arrive at an interchange point to see your connecting service just leaving, and timetabling should take account of this.
* A fairer fare system. Having to change bus is an inconvenience not a passenger choice, and split journeys should not cost more than single journeys.
* Reliability, frequent
* On time. If not, at least turning up.
* Consistency and reliability
* Reliable! Buses not being cancelled when they are supposed to be there in two minutes. Husband able to get back from town after work and not get a taxi because the buses are cancelled then full, then cancelled, then full!
* More buses running between peak periods.
* A service that was not thinking about future developments (arena for one example) & one that served all communities to make them accessible.
* Reliable affordable travel which first bus currently do not offer. My suggestion is to introduce timed tickets rather than single, 2 trip or day tickets. Since first bus has cancelled so many routes we are all having to pay for day tickets instead of a return.
* Reliability, which unfortunately First seem unable to provide. Good route options are ideal too, but really all we need is a reliable, consistent service. Since First took over Metrobus, the M1 service has suffered considerably - and I've heard that the M2 and M3 have as well
* A service that can be relied upon to run frequently from Bradley Stoke through to Parkway Station, and on to Stoke Gifford. It's particularly important first thing in the morning when people have to get to work. With all the environmental problems that we have, it is imperative that public transport is fit for purpose and that's a long way off at the moment.
* 73 running to the mall and less cancellations
* I liked M1 service, often routes and always on time
* Reliable no.1, windows open so not stuffy, less chance Covid, Flu etc. maybe one window locked open so selfish passenger doesn’t shut with a bang, then no ventilation.
* I don't mind delays, cutbacks, new routes I would just really appreciate an accurate, consistent source of information Having to work this out for myself is just an added issue on top of the other responsibilities in my day to day
* I’d rather have connections than frequency, if that means I can save an hour of walking. I can personally walk just fine, but I can imagine it is much more difficult for the elderly.
* A regular reliable bus with sufficient stops to serve the feeder residential roads.
* The metrobus is fantastic but we do need a link from Baileys Court to Bristol Parkway Station.
* I would like for there to be a First Bus that travels easily from Thornbury to Cribbs, like the T2, since I got to school much quicker by doing so and I only had to take one bus.
* To travel where people actually live, not on an M1 Route which by pass most homes. A reliable, frequent service. Surely, this is not too much to ask for. The aim is to remove vehicles from the roads, but if you are not supplying an alternative, by a good bus service, what are we to do.
* On time and more regular
* Reliability and regular times
* Easy access to the Mall
* Keep the service as it was
* For the bus service to remain as it was, stop changing things. People from other areas rely on this service
* A bus that takes me to Cribbs, Southmead Hospital, Westbury on Trym for bank and family, Filton & family
* A regular reliable service to enable me to go shopping and to the doctor
* Reliability
* Reliable! A service that will take me to Cribbs Causeway, which enables me to get to Southmead Hospital/GP and other parts of Bristol
* Reliability
* A reliable service
* I would like to see a safe regular bus service, also one that runs to Cribbs Causeway, which gives access to Patchway Parcel office and council hub, plus Cribbs is a main bus interchange for other services to hospitals etc. (like the 73)
* To be on time and reliable
* To be able to get from home to GP surgery & local services
* Reliability
* To keep it running down Woodlands Lane
* One that would provide easy access locally to Willow brook, doctors and Cribbs for Southmead hospital. One that runs regularly and not constantly cancelled
* Need to come down Woodlands Lane to benefit 179 homes on site, all elderly people
* A regular and reliable service so I can get to doctors surgery or go shopping
* A regular service that runs to its timetable
* Keep the existing services to help the elderly especially in Woodlands Park
* Frequently to come down Woodlands
* Reliability and continually. If First Bus was interested in our opinions they would have consulted us prior to the changes. First Bus say we can get the M1, but the M1 does not stop at the top end of Bradley Stoke Way. It stops at Willowbrook, then Aldi and then goes right up to the roundabout at Aztec West, so that is too far for most of the residents to walk. The main impact is for the surgery and doctors appointments etc. As we are not able to get to Willowbrook a lot of us cannot get our prescriptions filled from either Tesco or Boots. If our prescriptions are transferred to Bradley Stoke Pharmacy, they charge us £5 for every delivery. As we understand it, the bus route/changes were carried out with no consultation or even advertised, and they did not give the appropriate notice period to the council. Surely the council should hold them accountable. Though no one seems to be held accountable for anything anymore. A footnote to the council, if you are as outraged as we are, then why don’t you do something about it, instead of asking us to complete a form.
* A bus stop nearby and a reliable service
* Reliability and to be closer to the bus stop
* Reliability
* The 73 bus to travel the same route as it did before
* Near to my home in Woodlands Park
* Reliable service without bus cancellations
* I would like a reliable service that runs to the timetable
* Reliability
* I want the 73 bus to go down Woodlands Lane as there is 179 homes in Woodlands Park and most of us are in our 70s and 80s.
* A reliable service to enable me to be able to access Cribbs Causeway. My GP and Willowbrook. By removing my access to these places, you have removed my independence which I prided myself on
* A convenient bus stop
* Help the elderly especially in Woodlands Park. We need the bus
* Regular service and safe
* Reliable, regular service
* Reliability
* Simply a bus stop within reasonable walking distance
* Punctuality
* Reliable and regularly
* Regular bus service, particularly along the complete distance of Woodlands Lane providing a fit for purpose service to meet the needs of elderly and disabled and mobility restricted individuals. A bus service where buses arrive on a regular basis and at the allocated timetable provision.
* I am happy with the service provided
* More reliable service and more frequent. The M services could be every ten minutes.
* Reliable service and no ghost buses. Enough buses to cope with passenger numbers. Service that runs late at night or early hours of morning
* Ability to get home from work bus always full and no queues so getting there early does not get you on the bus getting home after football or evening out bad too always full who wants to hang around for 1hr in Bristol??
* Reliable
* Reliability. The M1 service has been shocking since First bus took it over. It can't be relied on.
* Regular, reliable and routes to city centre and Bristol Parkway
* Just come on time really, it's cold out there and I am beginning to think y'all want people to catch the flu.
* Circle route that links with M1 service, possibly two services that run tandem each direction circling the smaller estates to connect to Parkway. Potential to dip into Aztec West for commuters.
* A display of which stop is going to arrive, and making the red ‘stopping’ into a small red light, allowing more space for the display. (Something similar to bus X1)
* A service that serves Parkway and/or Filton which is easily accessible from all parts of Bradley Stoke like previously provided
* Frequently dependable bus
* Reliability and coverage. I was at Great Meadow waiting for the M1 where the screen showed the bus was due in 1 minute and then it changed to cancelled!! I understand there are now no buses that serve Winterbourne. This means families cannot enjoy a trip into Bristol for shopping and an evening out and expect to be able to get back home without using their car.
* Reliability and frequency
* A convenient, regular, clean service. Good public transport is absolutely vital to a cleaner, greener environment now and for the future.
* A quicker and more direct bus between Bradley Stoke and Southmead hospital.
* It would be good to have more reliability but I appreciate that isn't always possible. Maybe more T1's during commuting hours. They are quicker as they don't go to UWE but I can also respect that they are likely not needed all the times of the day.
* A good regular, reliable service that covers (at least in some part e.g. the lower end) of Bradley Stoke Road.
* Reliability. Improve frequency of buses
* Connection of the Webbs Wood roundabout area of Bradley Stoke Way to the Filton/Horfield/Bishopston area of Gloucester Road.
* I want the 73 and 19 bus services to Cribbs Causeway reinstated.
* Confidence that busses will show up - show cancelled busses as cancelled - it affects which bus stop We go to.
* Drivers that smile, takes care of disabled people, waits for people to sit down before driving off. Need to know sign language.
* Reliable, cost effective and for it to take me where I need to go.
* A reliable and frequent service that goes from A to B without needing to change buses or be worried about missing timings of connections. Having to change buses also increases the cost of travel, rather than just needing a 2 trip ticket, which in these times may not be affordable for some and will further limit who can actually use the bus services.
* Reliability, reliability, reliability. Preferably every 15 minutes during the day and early evening. Every half an hour would be acceptable if it could be guaranteed that except for a dire emergency the bus would be on time and not cancelled. I would like to be able to get to a bus stop within walking distance of my home using a pavement (not an unlit, uneven, often muddy path.
* The main thing is that it should be a "service". A service should be run efficiently but not necessarily at a profit. I appreciate that that is not how the current provision of bus services are set up. Orbital routes are neglected at the expense of running everything into Bristol.
* Answered in Q1
* 73 always on time and busy want old route reinstated through Baileys Court Road or new service accommodating this area so not isolated.
* Regular and reliable bus services to encourage more commuters switching to lower carbon-footprint public transport, away from private cars. Such services should be subsidised, if commercial drivers are insufficient.
* More buses that actually turn up at designated stop on time. One bus journey too with no changes please.
* Regularity! Regularity! Regularity! And less missed or missing services.
* The service must be reliable. Standards have slipped significantly in the last couple of years. Real-time information systems need improvement. In recent months they have been showing incorrect information (e.g. showing a bus to be 'expected' when it has been cancelled). More convenient options for travel between south-east Bradley Stoke and Bristol Parkway Station.
* Reliability and frequency (VFM not applicable since bus pass)
* Busses that turn up on time. Electronic bus timetables which reflect the actual state of the busses at any time.
* A bus that is suitable for my daughter to get to and from her local secondary school as they don’t provide a bus.
* I would like any service to be reliable and on time.
* Reliable and frequent service.
* Be on time, no cancelled buses. Regular. Reasonably priced.
* Hard to say
* Good with current conditions
* A company that is subsidised must provide a service even if not full, or lose money. Reliability.

**4. Where would be a suitable location for you to interchange onto the M4 service so you can carry on to Cribbs Causeway or possibly into town for a quicker service than the 73?**

* M4 doesn't come to Bradley Stoke
* Willow Brook Centre
* There isn’t any as I live quite in the north of Bradley stoke
* No it does not come anywhere near Woodlands Lane. so unable to use.
* Nowhere. All stops are too far to walk to. We live at Woodlands Park and most are elderly/disabled.
* None are really suitable as I am disabled and have to walk with sticks
* I am quite happy to get the T1 or M1 if you could be so kindly as to re route them along Woodlands Lane.
* The Tesco at Willow Brook
* Woodlands lane
* Willow brook centre Bradley Stoke
* Nowhere
* I'm disabled so can not walk to the stop you now say is my nearest stop.
* I will not be able to get to chemist/Doctors plus Get to Bristol Parkway Also as you will not be going to Cribbs I can not get to dentist or council house plus the community cafe to meet friends. And who can afford a taxi for all the above? Put the route back especially from Cribbs though Woodlands Lane to Bristol Parkway which will cover all of the above.
* I would like the 73 to run down Woodlands Lane past the Newleaze stop and the Woodlands Park stop. Which will allow not just myself but all of the elderly people who live on the Park home site... this will then allow them to go food shopping etc. The other bus stops are a lot further away to which some people cannot walk that distance.
* Locations of interchange at North Bradley Stoke (Aldi) and continuing the interchange om Bradley Stoke Way at Willowbrook (Tesco & Active Centre). Also the bus stops on Bradley Stoke Way North near Hilton Hotel junction
* The M1 service already provides this option.
* Bush avenue.
* No idea
* Little Stoke
* Tesco extra Bradley Stoke
* Linden Drive. But, the 73 would be so much better.
* Changing buses to get to the mall is ridiculous. Have a word with yourselves! People are not going to get two buses. They will drive! Which is exactly what is not supposed to be happening.
* At Bradley Stoke way by Bradley Stoke Evangelical Church roundabout or/and Webbs Wood Road
* Near Aldi
* A large interchange point probably makes the most sense for this - somewhere that isn't just a bus stop. Parkway Station would be suitable for that I think, though I'm not sure what location would best meet the needs of B Stoke residents as a whole
* My nearest connection to the Metro bus is at Aldi, Bradley Stoke, Or I could get the 73 up to Willowbrook and pick up the Metro bus there. However, I sometimes need to go to the sorting office at Patchway and I miss being able to get off the 73 near there. The metrobus has limited stops which means I have to get off at the Fire Station and walk a considerable way back to the Sorting Office.
* No, I am unable to walk far and changing buses is not good for me and costs double
* For passengers along the 73 route they could transfer on Gypsy Patch Lane Get M4 to Cribbs or Central Bristol
* I think any bus stop near or around the patchway roundabout
* I live close to the M1 so north-south travel is not an issue. There is, however, no east-west connection. I understand this difficulty is partly because of the railways, though, and the amount of traffic on the road by Parkway station.
* N/A - as we can access the M1 for city centre or Cribbs
* The M1 would be the service I would have to use both for Cribbs Causeway and Bristol town centre
* I would like it to go straight from Aztec West to Cribbs, the quickest route possible, but it does not annoy me that much.
* I don't know, you tell me. I have heard that the M4 travels along Gypsy Patch, but that is nowhere near where I live.
* None
* None
* There’s no other suitable location
* Not applicable to our area
* A small bus from Woodlands Park to Cribbs and Willow Brook for shopping
* There is nowhere that would be convenient to use this service
* Don’t know M4s route
* There is no suitable location due to my mobility issues
* At present we have to travel to Parkway to pick up the M4. It’s a 14 minute walk to Patchway brook to catch the M1 from woodlands. Quite a walk to Eagles Wood. We have to walk across the park to access Woodlands Road
* Don’t know the route
* The most suitable interchange location for the M4 bus from the 73 route is Parkway train station bus hub, interchange, but what would be of more benefit is the M1 bus using the bus stops outside and opposite the Hilton Hotel Bradley Stoke, with 73 extending, to meet on same stop
* Willow Brook centre, there is nowhere near Woodlands Park
* No stop available
* Parkway Station. Without 73 still running from Woodlands Lane, it is impossible to reach
* Woodlands Lane
* There is no suitable place to do this
* By keeping as was! I have no idea that there is now a M4 or where it stops etc.
* There’s no other suitable location
* No stop available
* The M1 does not stop at the top end of Bradley Stoke Way. So I presume nor will the M4. So this is no good to us. The M1 stops past Aztec West roundabout which is too far to walk
* Woodlands Lane. It would help if the M1 stopped at Woodlands Lane/Bradley Stoke Road junction where the T1 stops
* In our opinion the 73 route was just fine, some pensioners have to walk with aids so having a bus stop outside Woodlands Park was ideal
* Will not use M4 as do not stop in Bradley Stoke
* There is no suitable place to do this
* Outside Woodlands Park to the Mall & Parkway Station
* The 73 bus is our only service. The M1 bus is too far for me to walk to
* The only way I could get the M4 would be Parkway Station which I am unable to reach with the removal of the 73 from where I would be able to walk to catch it
* No suitable location to interchange to M4
* There’s no other suitable location
* Woodlands Lane stop
* A new single bus stop on Woodlands Lane instead of the two existing stops
* Woodlands Lane stop
* Aztec West roundabout A38 out of Woodlands Lane
* There is not a suitable location as I’m not able to walk to any of the stops you have now provide. It needs to be put back to Woodlands Lane and a bus (single) running from Cribbs through Woodlands Lane to Parkway
* Current bus stops are on Bradley Stoke Way and on Aztec Roundabout/A38. Neither provide an appropriate interchange point for individuals living at Woodlands Park in relation to elderly persons with mobility issues or persons with a disability. The only current potential bus stops going to and returning from Cribbs is located on the junction of Woodlands Lane and Bradley Stoke Way.
* I wouldn’t need to change if the M1 stops were within a shorter walking distance. To answer the question, definitely NOT UWE, it’s always too crowded.
* 1) Well M4 doesn't get to my bus stop, so I ignore it at the Centre. As for 73 (please can you explain the 73 from the centre heading towards Bradley stoke as it sometime shows it final bus stop as Bristol Parkway) so it's sometimes confusing as I don't know if it would go on to Willowbrook etc. 2) Please ease on the transport fare increase, that’s a large chunk of money for it to be increasing rapidly in this stagflation.
* Willow Brook.
* None
* M4 does not go to Bradley stoke and won't stop all students jumping on m1 if that arrives first
* Bristol Parkway station, Gloucester Road near the new Airbus area development.
* Patchway Brook, Aztec or Willow Brook centre
* Along Bradley Stoke way. Somewhere along the south side by great meadow
* Willow Brook or Bailey's Court
* M1 is better for me
* The M4 doesn't go into Bradley Stoke North at all. As per above, the residents, many of whom have mobility issues, have a very long walk either way and this severely impacts their quality of life as some don't own cars either. A lot of people bought their mobile homes purely for the previous very good public transport links which enables them to get out and about and enjoy a full life.
* Woodlands Lane near the Business Estate
* Outside Aldi, Bradley Stoke would be fine for us.
* Westfield Road was ideal but Patchway brook is next closest. Honestly I'm not sure that I want the M1 to go slower because it starts going around the residential area I live in as 15 min walk is fine but it one of the buses did then it would make walking home at night safer. The 73 takes too long so if it caused delays like that I wouldn't change the route.
* By the Aldi/Hollowtree pub roundabout
* The M4 is not currently useful for me, but if it went along Winterbourne Road it might be.
* this service needs to come down Stoke Lane.
* Already have a good location for me.
* Fox den road near Sainsbury’s.
* Unsure as would not need to carry on to cribbs.
* Brook Way (Winsbury Way stop)
* The M4 is of no use to me at all.
* Irrelevant to me as I have to walk as far to get to the 73 as I would go get to the m4.
* We have the M1 to get us to Cribbs in Bradley Stoke.
* Include Baileys Court Road
* Brook Way
* No where as I don’t want to change buses.
* The existing facility at Parkway could be converted into an interchange for both rail and bus servercies (minimizing cost!)
* I don't understand why you are asking this question. Interchange from the 73 service to the M4 service is already possible at Bristol Parkway Station. Beyond that, why would anyone in Bradley Stoke need to use the M4 service to travel to Cribbs Causeway or Bristol city centre when we have the M1 service?
* Woodlands Lane or Bowsland Way
* The m1 goes down bradley stoke way. If the m1 could meet up with the m4 within that part of bradley stoke that would be good.
* N/a wanting a local bus service to take child to secondary school nearby.
* Bradley Stoke way would be perfectly adequate as is now located. Any people living on the west side of woodlands lane adjoining Bradley Stoke way should be able to walk to the current bus stops.
* A bus service on Bailey’s Court Road near to Bailey’s Court Inn would definitely be needed first to be able to connect with either the M4 or M1. A bus to Bristol Parkway is a must.
* I want to get to Abbeywood but can't on M4 bus
* Both
* Great meadow, webbs wood road and Ellen hays road
* Patchway brook

**5. How far into Bradley Stoke would you like the bus to go? (First Bus have said that, at this time there is no plan to send the bus back to Cribbs Causeway)?**

* Is no good if doesn't go to Cribbs. They should change M1 route to service all the stops from Aldi going down on Bowsland Way, then up on Woodlands Lane
* All stops to the maximum north and south bus stops along Bradley Stoke way
* As far as is possible
* So how without walking with a disability have you made it easier for us to get to Cribbs. It is impossible
* Upper Woodlands Lane.
* TO THE END OF WOODLANDS LANE.
* And why is there no plans to send the bus onto Cribbs Causeway? If they have a driver actually driving the bus to Eagles Wood, then why can't it continue on to Cribbs Causeway? They could make it an hourly service (as long as it's reliable)
* To cover Woodlands Lane and Aztec West so that it would be easier to catch a Metro bus to Cribbs Causeway
* I am quite happy to get the T1 or M1 if you could be so kindly as to re route them along Woodlands Lane. but to clarify if the M1 was re routed along Woodlands Lane this would connect us to Cribbs Causeway to Bristol Centre by only having to get one bus.
* If not going to Cribbs Causeway, it would be helpful to go to Woodlands Lane
* Willowbrook or Cribbs causeway
* Woodlands
* To Cribbs Causeway where you are able to catch buses to other places
* I'm disabled so can not walk to the stop you now say is my nearest stop.
* I will not be able to get to chemist/Doctors plus Get to Bristol Parkway Also as you will not be going to Cribbs I can not get to dentist or council house plus the community cafe to meet friends. And who can afford a taxi for all the above? Put the route back especially from Cribbs though Woodlands Lane to Bristol Parkway which will cover all of the above.
* Tesco( Willowbrook )and Cribbs causeway
* Keep Brook Way and the bus stops on North Bradley Stoke Way near Aztec West, could make these interchanges
* Parts of South Bradley Stoke are poorly served by 73. Some services used to service this area but the downside is a slower service for others.
* Top
* It has to be available through all of Bradley stoke
* Tesco extra
* I'm going to be honest & say that having it heading back Cribbs is the best option for a lot people. I really hope that they will reconsider.
* Into Bradley Stoke, Stoke lodge and little Stoke. All woefully served by public transport yet a large number of elderly with poorer mobility. Students and low incomes who if have to get two singles are at a disadvantage
* Up to Aldi roundabout in Bradley Stoke/Patchway.
* The old route would be fine, it's what we were all used to until towards the end of COVID when the route inexplicably changed, and without warning
* If the 73 really isn't going to resume service to Cribbs (and I don't know why as that service worked very well for decades!!) then maybe it should be extended to Aztec West, instead of stopping at Eagleswood.
* Cribbs causeway
* Back to Cribbs causeway
* At least Aztec west
* Around Aztec West roundabout so residents of Woodlands Park can hop aboard on Woodlands Lane and transfer to M1 at Aztec West to go to Cribbs Causeway, or go on 73 to Willowbrook and catch M1 to Cribbs or central Bristol
* Personally, as far as the Aldi near patchway roundabout
* At least to where the M1 route is currently. Maybe even by the small Tesco Express would be close enough.
* The 73 bus. At least as far as Aztec Roundabout thereby serving the whole of Woodlands Lane and all residents of Bradley Stoke North. This would link up with the M1 bus. The Aztec site could then be used as a bus terminus where drivers would find facilities for their use.
* As an observation, the 73 bus used to travel Highwood Road serving the new build adjacent to the airfield The M1 bus does take that route but it has limited stops, as is the nature of an M bus, and does not have sufficient stops to accommodate the large area of housing there.
* I would like it to go further into the parts near Thornbury, as that would be a great help.
* I actually live in Little Stoke, and as I have mentioned we have no service at all which runs along Braydon Avenue, we used to, many years ago, but that service was removed. Have a thought for the elderly, who find it difficult to walk long distances.
* I live at Woodlands Park which is a site that has a lot of old people, most of them, like me, don’t drive. Outside the park we have 1 stop that takes us to Willow Brook and 1 to Patchway and Cribbs Causeway. I use both, Willow Brook for dentist and the other way for bank on A38 getting off at Patchway, so we need the bus both ways on Woodlands Lane.
* Cribbs Causeway, Willow Brook and Doctors
* Only interested in Cribbs Causeway, Willow Brook and Doctors
* Just need the bus to go back to using Woodlands Lane so we can get to Cribbs Causeway for the larger stores
* This bus needs to get back to the usual route. Residents on Woodlands Park are not mobile enough top get to other bus stops further out in Bradley Stoke
* To Cribbs for the bus depot and Willow brook for shopping
* Would like to be able to get a direct service to willow brook Centre and Cribbs Causeway, which is what we had with the 73 bus
* 73 to go along Woodlands Lane and round Aztec West roundabout and back along Woodlands Lane
* Willow Brook shopping centre and Cribbs Causeway. First Bus are supposed to provide a public service – and they are not fulfilling their obligation
* A bus stop nearer that we can get on a bus without a long walk (78 year old)
* Most of the area, for people to use them
* As regards to how far the 73 can go, I would like to see it go to Aztec West bus stop opposite the Aztec Hotel, as regards the service 73 used to stop, if not Cribbs. But Cribbs bus interchange would be the preferred destination
* As it was before through Woodlands Lane
* I need to be able to get to Willow Brook Centre or to Cribbs Causeway
* Don’t mind, I’m only interested in the Woodlands bus stop
* Bradley Stoke Cribbs Causeway
* Where it always has, so that people living in this area could be able to access local amenities including doctors and Cribbs Causeway
* By stopping buses going to Cribbs, it is stopping old people from having a shopping outing. Need to get the bus back going from woodlands Lane to Willow brook & Cribbs Causeway, they have nowhere to go now
* Would like to be able to get to Bradley Stoke surgery and Willow brook shopping centre
* Keep as was, as I said, I am disabled, mobility issue. Could you not put a smaller bus that runs more, say 3-4 times a day
* Up and down Woodlands Lane, for sanity and wellbeing
* Cribbs Causeway and around Bradley Stoke
* 73 could go to the end of Woodlands Lane and use Ash Ridge Road to turn
* The bus needs to come down Woodlands Lane to service the many elderly people in Woodlands Park
* Definitely along Woodlands Rad outside Woodlands Park to go to Willowbrook and Cribbs Causeway
* Woodlands Lane
* Please bring this service back to what it was
* Right the way into town
* Woodlands Park
* Would like the bus to go from Woodlands Lane to my GP in Bradley Stoke and to the willow brook Centre for shopping
* As far as possible & all areas
* We need the 73 bus to go to Cribbs Causeway and to Willow Brook Shopping Centre
* As far as it always has, so that Cribbs Causeway, a major outlet is still accessible
* North Bradley Stoke to go to Cribbs or into town
* Is this discrimination against the elderly
* At least to the Bradley Stoke Willow Brook shops
* To the Willow Brook shopping centre
* To the end of Woodlands Lane
* Terminate on Woodlands Lane and turn around at the Aztec roundabout. This extra distance would probably take no longer than 3 or 4 minutes
* The end of Woodlands Lane then swing around Aztec roundabout back into Woodlands Lane
* It seems to be, lets stop the elderly from catching a bus because they travel with a bus pass, that’s discrimination. There are many people living at woodlands Park and Woodlands Lane who are not going to be able to get out which will effect their mental health
* Surely a consultation should be providing an open plan where adaptations are considered, not where First Bus are saying we have no plans for the continuation of the 73 to Cribbs Causeway. To remove the 73 is not providing equality of opportunity and is to some measures discriminatory in practice to those unable to get to current M1 bus stops. The answer has to be the continuation of the 73 from Bristol City Centre to Cribbs Causeway plus return journey which will enable an appropriate bus service for all residents of Bradley Stoke. The fact that First Bus is saying that they have no plans to send the bus back to Cribbs is an indication that they appear not to want to listen to the public/paying customer and are not prepared to place any importance to a public consultation. The continuation of the 73 bus service will provide an holistic and appropriate service to individuals of all members of the public and present a framework which will cater for individual mobile, disability and age related factors. With the current service people with the aforesaid issues would not need to walk an approximately 1 mile to get the M1 service, which is unrealistic and not fit for purpose.
* Assuming this means the M4, the Willow Brook centre would be good.
* Lol, why on earth would you stop the bus from reaching Cribbs Causeway? Are you trying to cut them off from Bristol, I think I am reading this wrong. Anyways, y'all think of lives you are hurting when you make drastic changes. Most importantly. Please get T1 to reach the centre again, it was my early morning blessing.
* Eagles Wood.
* Circle route around Bradley to allow connection into Willow Brook, Bristol Parkway, City Center, and the Gloucester Road routes
* At least Willow Brook centre
* To aztec west. Along the original route and past parkway.
* Bradley stoke way
* I think the 73 should go to cribbs. Joke it was stopped. Changes force people to get a day rider spending more than they would had route been direct
* Just along the length of Bradley Stoke way is fine
* 73 should turn at azetec west
* It should cover as much of the town as possible
* I don’t know Bradley Stoke that well.
* It is pointless having the 73 service if it does not go to Cribbs Causeway, and it should include a service all along Woodlands Lane, to enable elderly residents to be able to access Cribbs Causeway. At the very least it should go all along Woodlands Lane to/from Willow Brook Centre, with a service to Cribbs Causeway from Willow Brook.
* The only reason I used to use 73 was to go to cribbs or Gloucester Road. I don't really use it much now as it is very unreliable and often just doesn't appear. I've waited for more than 4 buses before in a row. It would be nice to have a route towards Westfield way area but as above if this change would result in a much longer journey for others, I'm less keen.
* The residents, many of whom have mobility issues, have a very long walk either way and this severely impacts their quality of life as some don't own cars either. A lot of people bought their mobile homes purely for the previous very good public transport links which enables them to get out and about and enjoy a full life. The bus needs to go to Aztec West M1 bus stop to pick up the connection to Cribbs Causeway
* Need a route to go to cribbs causeway as parts of Bradley stoke nobody can get to cribbs especially the elderly. Eg baileys court area and the North part of Bradley stoke. Also the drivers have nowhere to go to have a toilet break when they stop in woodlands road.
* Up to the Hilton Doubletree Hotel - this one enable a lot of infirm, elderly people in Bradley Stoke to make use of the health facilities in the Livingwell Club.
* Ideally for me it would cover the section of Bradley Stoke Way between Great Stoke roundabout and Webbs Wood roundabout.
* Get First bus out of Bristol completely. Get rid of our hopeless Metro Mayor.
* No further - 73 is so slow and the route so winding I haven't taken it in years.
* Sainsbury’s.
* Maybe stop it at Aztec west
* The route needs to go to Cribbs Causeway to be of any practical use. Current services are not reliable or frequent enough to make connections from, and metrobus stops are too far away (especially for carrying back any shopping etc)
* Not applicable.
* Again, irrelevant as it's as far for me to get to the 73 as either the m1 or m4.
* No need to send the 73 to cribbs, we have the M1.
* Obviously First Bus want to cancel 73 bus service plus I would like to know how WOE and First Bus changed 73 bus service without giving adequate notice to town council and public to react.
* Brook way, Willow Brook, Woodlands lane ( and then onto Cribbs Causeway, without any further stops beyond Bradley Stoke).
* Bus 19 should serve Little Stoke again please.
* The roundabout at the end/ junction of B/S Road and Savages Wood Road would be ideal as a terminus for the service.
* Extend northern terminus of 73 service to ensure Newleaze and Woodlands Park stops are still served. This could be achieved by turning at one of Ashridge Road, Aztec West Roundabout, Aztec West Business Park Roundabout or Patchway Brook Roundabout.
* Woodlands Lane & Bowsland Way
* Where bradley stoke way joins webbs wood road.
* N/a
* As I live in Bradley Stoke north I would prefer a bus route which included Willow brook and Cribbs causeway whether it’s the same bus is irrelevant and best decided by the bus company.
* As previously mentioned reinstate the service on the Baileys Court Road loop.
* Baileys Court Road
* Route to Avonmouth, Bristol Airport, near Riverside Leisure Centre ( Little Stoke)
* Great meadow to stoke Gifford or UWE
* At the moment o see it holds up traffics waiting to start but this is near our house so good for us.