

Are your members able to use the bus service in Stevenage easily or are there challenges to using the service?

- Use it, but its unreliable
- not the right stops
- doesn't turn up all the time and it often late

Are your members able to get onto and off buses safely?

Yes, no concerns were raised.

How often do your members use bus services each week?

- 6 times a week
- 8 times a week
- Daily
- weekly

Are the services that your members use regular and reliable?

- Not reliable, if I have an appointment, I have to get a taxi, can't rely on the bus, doesn't always turn up.
- No not at all, had to wait ages in the winter, I can't be in the cold for that long.
- I have to miss INS events as I wait for a bus and it doesn't turn up, so I miss it, used to be so good going to Bedwell.
- Not going through Haycroft anymore, so I have to walk to the Methodist Church, which is too far, especially coming back, it can be ½ hour with shopping. Driver told me no one wants to do this route because of Haycroft. There used to be 3 stops here.
- No, big bus can't go down Wigram way, so will only come if it's a small one, and they don't let us know so I could be waiting but the bus will miss Wigram Way and just go to Burwell or the Hyde. They don't let us know so I am sometimes waiting, and it just doesn't turn up.
- SB1 is very unreliable.
- B7 went the wrong way.
- I've stopped using the bus – I walk from the Old Town now, I can't wait around as it never turns up.

What could be done to improve the service?

Provide more buses, make them reliable.

Additional Comments

- They stopped us tapping our bus passes for months, that's wrong, it looks like we don't get the bus and they do it so they can cut all the buses and so no older people use it.
- We can tap the bus pass most of the time but not all the time.
- SB1 – had to wait 50 minutes last week, used to be every 20 minutes.
- If the 11 is cut so is the 6 so I then have to walk to Bedwell and I can do that when the weather is ok but not when its bad.
- The driver on the 6/11 gets confused and forgets which route he is doing and goes the wrong way.

- We used to have great bus service but not anymore and it means old people can't go anywhere.

Would any of your members be interested in meeting with SBC Officers and Members to share their views about bus services?

3 Irish Network Members said they would be happy to discuss this further with Members.