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For the attention of Transport Department

[buses@wiltshire.gov.uk](mailto:buses@wiltshire.gov.uk)

23<sup>rd</sup> August 2021

Dear Sir or Madam,

### **Wiltshire Bus Service Improvement Plan consultation**

Please find attached the Railfuture response to the above consultation. Our comments concentrate on the need for better integration between bus and rail services in Wiltshire, rather than detailed comment on any specific bus route.

If anything in this response requires clarification, please let me know.

Yours sincerely

***Nigel Bray***

Nigel Bray  
Railfuture  
Secretary, Severnside Branch.

## 1. General principles

People who use, or might consider using buses to reach railway stations need easy interchange between bus and train. Also, they do not want to miss their intended train because the bus has been delayed by traffic congestion. Railfuture believes that improvements to bus services should not be planned in isolation from the rail network. Road traffic management can be as important in improving a multi-modal journey as increases in bus frequencies or more attractive bus fares. For instance, road works which constrict capacity seem to affect bus journey times more than they affect trips by car, because of the frequent stops the bus will make. More bus lanes and priorities are needed on main roads which pass near railway stations. We hope the Plan will look at the totality of public transport and not just tinkering with bus timetables.

## 2. Specific locations

2.1 Chippenham and Westbury are good examples of best practice with bus stops in the railway station forecourt. We support the Council's intention in the Wiltshire Local Plan Review to make further improvements in bus/rail interchange at Chippenham.

2.2 Trowbridge has bus stops in Stallard Street very close to the railway station. Redevelopment of the Bowyers site offers an opportunity to create a transport hub including a relocated bus station.

2.3 Pewsey has buses to Marlborough and some local villages but the hazardous main exit from the station, which has no pavement in places, is an obstacle to achieving seamless journeys by train and bus. Unless buses are routed into the station forecourt, a safer walking route to a bus stop needs to be signposted.

2.4 Melksham needs buses to stop closer to its station, which has recently been improved with the opening of the Hub café.

2.5 Warminster has a relatively good train service, including hourly trains on the Cardiff- Portsmouth route. It has a large catchment area to its south lacking stations and we suggest there may be a case for demand responsive bus or shared taxi services to villages not served by the regular bus route on the A36. Such a scheme might also be a way of providing evening and Sunday onward transport from Westbury station.