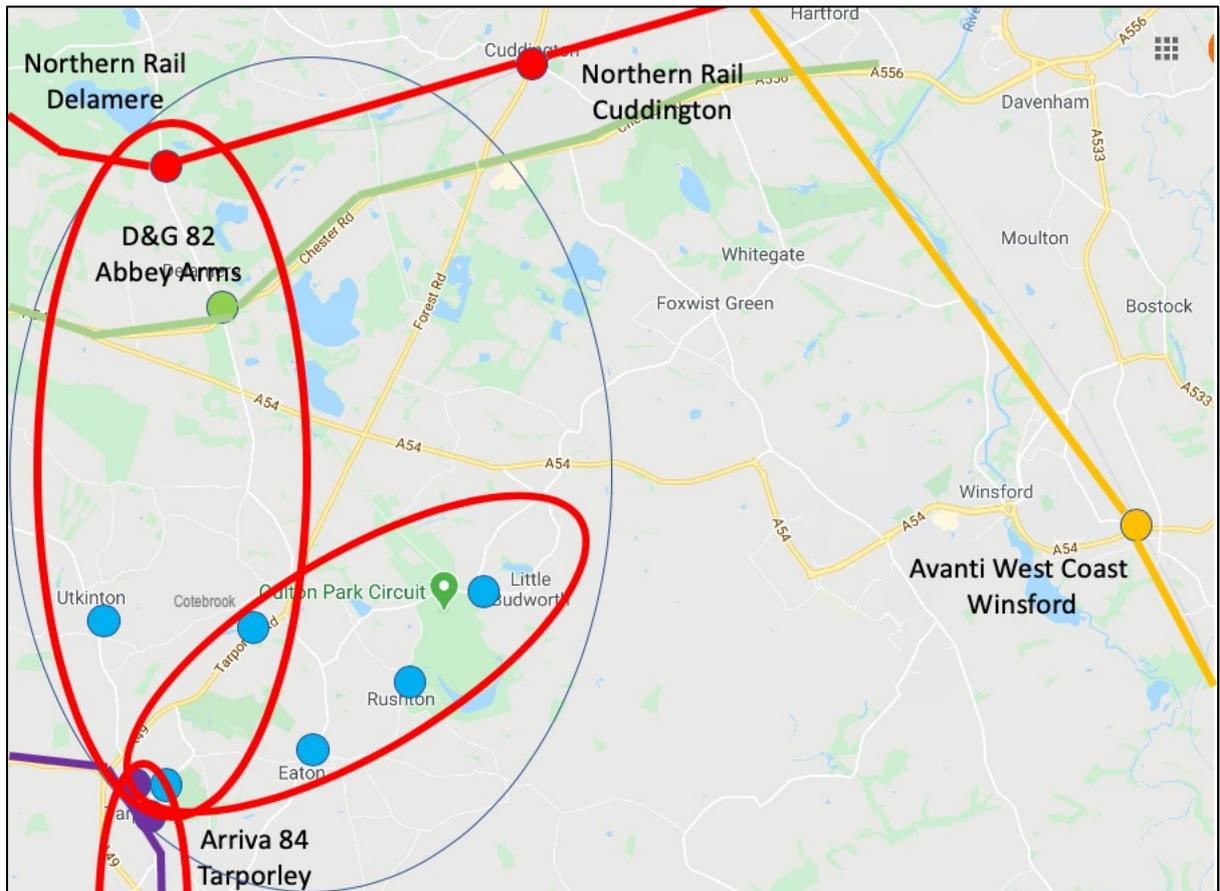


# Connecting the dots ...



... creating real economic, social and environmental benefits through local transport.



# A Study Related to Community Bus Services across Tarporley Ward

April 2020

Author: Francis Tunney (MBA, DipM)

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- CWaC Transport Commissioning Team (led by Mary Jefferson) for their support in the commissioning, construction of and the eventual delivery of the report
- Edward Timpson MP for his interest and support in the project and keeping a watching eye over progress
- Antoinette Sandbach (MP for Eddisbury at the time this survey began)
- The four Parish Councils for their support in promoting the survey and their councillors for distributing the surveys to the 2,400+ households of Tarporley Ward
  - Little Budworth
  - Rushton and Eaton
  - Tarporley
  - Utkinton and Cotebrook

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## **About this study:**

Most surveys tend to be about understanding the various ‘buttons’ that cause people to take a particular course of action, often they are commercially based and driven by a desire for growth or profitability. This research falls outside of strict commerciality and was undertaken so we can best understand the motivations of residents of a, very, rural Ward in terms of passenger transport for all its reasons.

Before getting into the meat of the research it is worth putting Tarporley Ward into context vis-à-vis its make-up, the population, some of the issues that face it and what people, real people really want from a bus service.

Tarporley Ward is a ward within Cheshire West and Cheshire and comprises four Parishes, each with its own peculiarities, needs and opportunities. They differ in scale and make up, access and opportunity.

### **The perceived requirement.**

In summer of 2018 it was, and still is, believed that a gap existed between the existing public transport provision and the six villages that make up the four parishes of Tarporley Ward. That gap is illustrated below in a number of maps that show:

- The six villages
- The existing public transport/arterial routes and stops/hub access points
- A possible view of how the service need could be fulfilled



Figure 1 - Location of six Tarporley Ward villages

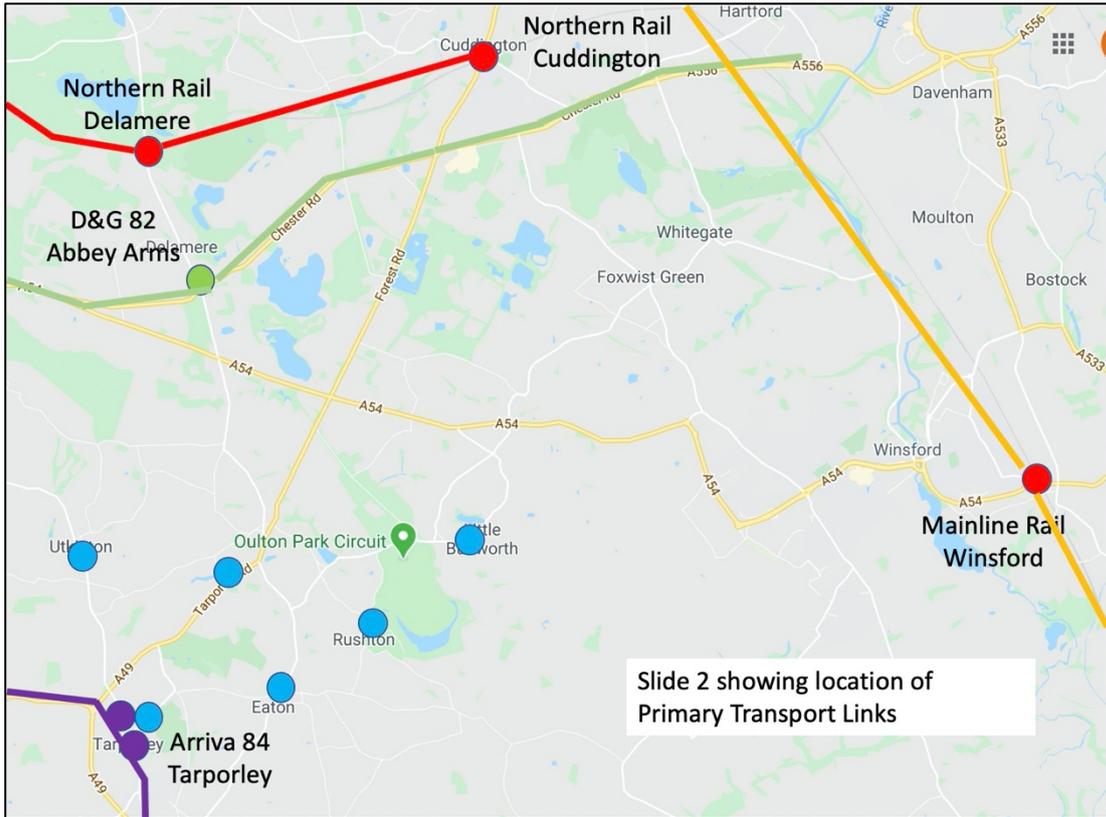


Figure 2 - showing the primary transport links for bus and rail

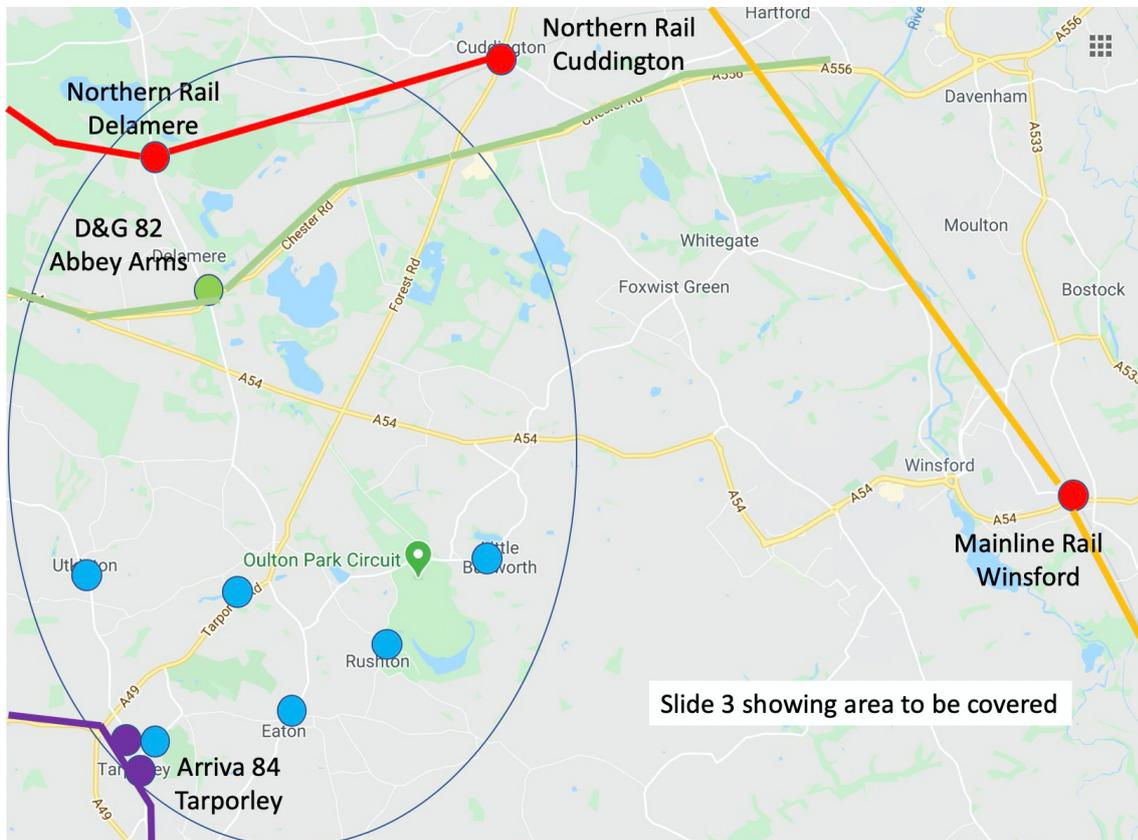


Figure 3 - showing the overall area to be covered in the study

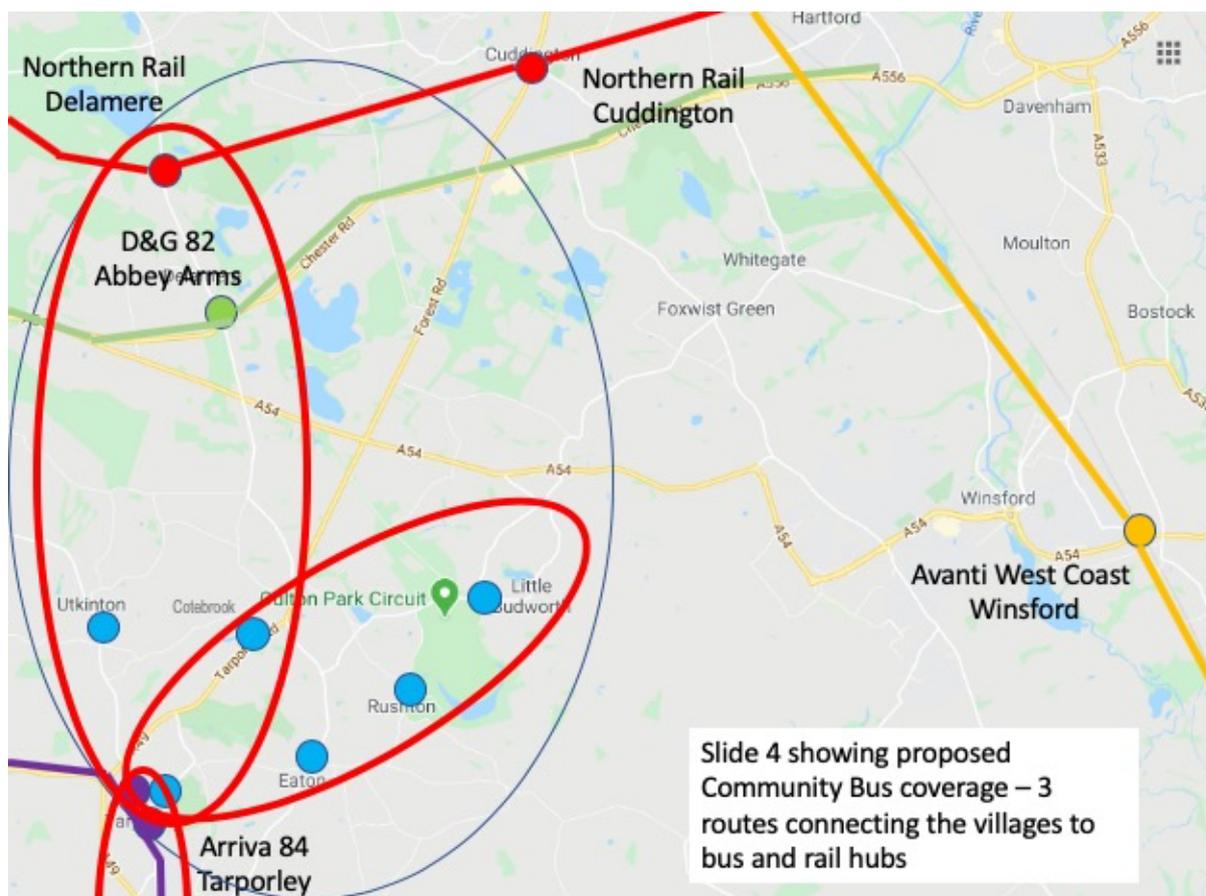


Figure 4 - showing an overlay of possible routes

It was following this train of thought that we realised that there was no consolidated view of how to ensure that social cohesion became the norm. One overriding belief was that Tarporley is, and will continue to act as the focal point, a hub for the six villages.

However, there are no mechanisms for connecting the six villages apart from Community Transport options (offering partial cover via two services on different days, times and routes), taxis and the private car. There are very few paved footpaths between any of the villages outside of Tarporley and Tarporley itself.

For example, the most remote of the six, Rushton, lies some 5.6 miles from the nearest local rail station (Delamere) and 2.5 miles from the nearest bus stop (Tarporley High Street) each requiring a car or taxi to access. Much the same is true of the other outlying villages in the Ward. Anecdotes suggested that many residents, particularly the elderly or those without access to cars feel isolated, leading to social exclusion, possible health issues and villages declining because of a lack of affordable housing.

The realisation was that we simply didn't know what the residents wanted apart from hearsay and needed to really understand their needs and wants and how they could be satisfied. It is believed that the eventual solution might well be a combination of the existing public transport, Community Transport and extensions to both and this study is formulated to provide the information required to move forward.

## Executive Summary:

Around 2,450 households in Tarporley Ward were surveyed online and by post between 10<sup>th</sup> and 5<sup>th</sup> April 2020 with a survey that sought residents' views on the provision of bus services across the Ward (*see a copy of the survey form in the Appendix.*)

These services are not to be confused with the existing Community Transport (CT) provision (i.e. provided by local authority funding and delivered by local, charitable organisations), they are intended to reconstitute the transport links across Tarporley Ward that were eventually lost following deregulation in the mid 2000's.

The survey sought responses to a number of key questions:

1. If such a service were introduced would you and/or your family use it?
2. How often might you use it?
3. What do you think might be a reasonable charge? (assuming existing concessions applied)
4. At which of the following locations would you want to board the bus and where would you wish to go to? A range of pick up and destination villages were proffered.
5. Would you require wheelchair or special access?
6. What times and days do you think the service should run (to and from)?
7. What else might you use the service for?
8. If these services were not available how would you access other villages?
9. Which of the existing community-based transport schemes do you use?
10. Post Code and Street Name

## **Outline conclusions:**

This study was never intended to deliver a definitive route structure or the timings of any potential service, rather to lay the groundwork for a more 'in depth' review and possible trial of a Tarporley Ward Community Bus(es) that supported future social inclusion and interaction, greater use of Tarporley as a transport and retail hub and the possible reduction of private car use across the lanes, streets and roads of the Ward.

It will conclude that:

- there is a definite demand (44% 'Yes') a potential demand (80% 'Yes' and 'Maybe) for such a service
- a proportion of the population (c.20% 'No') would continue to use their private car or alternative modes.
- a large proportion of respondents (45%) would prefer a weekly service
- over half of the respondents would suggest a single journey of £2.00 (suggesting a £4.00 round trip)
- it may be self-evident but Tarporley (204), Abbey Arms (for D&G 82) (184) and Delamere Station (Northern Rail) (257) are seen as popular destinations / routes for both 'Yes' and 'Maybe' respondents
- the vast majority (94.7%) of respondents do not require 'special access' or 'wheelchair access' - this does not negate the requirement for these provisions
- shopping (291), leisure (290) and visiting health facilities (152) exhibited the highest levels of potential usage
- were these proposals not to come to fruition then the vast majority (88.6%) of respondents would continue to utilise the private car as their preferred mode of transport, there are very few 'votes' for other modes.
- it is unsurprising that the question related to use of 'Community Transport' (CT) demonstrates a substantial lack of use by the population at large of existing facilities. These are mirrored in the original 'Datawoj' survey and the FOIR data obtained for the Community Bus (Utkinton - Cheshire Oaks) both of which are shown in the appendices.

The results do not point to a definitive solution but do suggest that there is the basis for ongoing discussion with:

- CWaC
- Existing bus and rail service providers
- Existing Community and Social Transport providers
- Funders
- User groups - WI, churches Village Halls, Doctors, U3A, schools etc.

This discussion should encompass all aspects of reconnecting the households outside of Tarporley (c.800) to Tarporley as both a retail and transport hub but also to provide linkages to onward rail and bus services and also to other, local townships (Winsford, Nantwich and Frodsham were mentioned by respondents).

It should be made clear, from the outset, that this survey and report is not a criticism of the existing CT based schemes, rather it is a view of what the residents believe they might want. For some, the 'door to door' provision of some 'Dial a Ride' schemes are crucial, for others they are rarely mentioned, and others infrequently used. The ubiquitous 'private car' features heavily with a 94% response suggesting that it, rather than the CT schemes would be the only recognised alternative.

## **Recommendations**

Without delving into the detail, the conclusion that the author comes to is that Tarporley Ward is disconnected and whilst Tarporley, Nantwich and Northwich are linked by existing and regular bus services (Arriva and D&G) that scant thought has been given to enabling residents to access other conurbations (Winsford is a good example) or the national rail network. Tarporley does not have direct links to the rail network despite it being serviced by Chester, Crewe and Delamere/Cuddington and Winsford stations.

This report will recommend that the requisite supply side providers and influencers be brought together to establish a 12-month trial (how it will be funded is yet to be discussed) who's aim is to reconnect the Ward with the key arterial routes (road and rail – plus air?), the key urbanisations of Chester, Manchester, Crewe, Northwich, Winsford et al.

Further, it would recommend that the 'service' is managed locally, and a group set up specifically to do so.

Given the focus on the environment, it would suggest that all vehicular options are explored (including Electric).

## **Some Background:**

### **About the Author.**

Francis Tunney, Chair of Utkinton and Cotebrook Parish Council, spent much of his working life in third-party logistics and a very small portion of that working within the Community Transport sector as a Development Manager for the ‘Community Transport Association’. He gained an MBA from Manchester Metropolitan University with a Master’s Thesis entitled; ‘Does marketing play a part in the choice of a logistics provider?’ Surprisingly, for someone who was a marketer in logistics, the answer was a fairly resounding ‘No’. What actually mattered was what you did and how customers perceived what you did rather than what you said about the benefits of your particular business model.

He formally retired in 2014 but has never stopped working and today, in his early 70s, holds down a small number of roles; a business development consultant for a regional transport business, working for Cheshire West and Chester Council’s ‘Democratic Services team’ as a canvasser and poll clerk (an increasing number of polls) and finally the role that has given him the most satisfaction – as a Councillor and Chair of Utkinton and Cotebrook Parish Council.

He brings a lifetime of experience to this survey – as a marketer, a statistician, a spokesperson and a web-designer. He persuaded others to follow the route to understanding what people want from community transport (not Community Transport) right across the four Parishes and his determination to bring this survey and its report forward in order to benefit the community has driven much of the past 12-months.

Francis has lived in Utkinton since moving there from Leicestershire in 1989 with his wife and two sons.

### **About the research:**

Most surveys tend to be about understanding the various ‘buttons’ that cause people to take a particular course of action, often they are commercially based and driven by a desire for growth or profitability. This research falls outside of the commerciality and was begun so we can best understand the motivations of residents of a, very, rural Ward in terms of passenger transport for all its reasons.

Before getting into the meat of the research it is worth putting Tarporley Ward into context vis-à-vis its make-up, the population, some of the issues that face it and what people, real people really want from a bus service.

Tarporley Ward is a ward within Cheshire West and Cheshire and comprises four Parishes, each with its own peculiarities, needs and opportunities. They differ in scale and make up, access and opportunity.

## About the Four Parishes:

Little Budworth, Rushton and Eaton, Tarporley and Utkinton and Cotebrook have a total population of around 4,800 (based on CWaC Mid-Year Estimates of 2018). This population is not static and since the MYE was cast a large number of dwellings have been built (particularly in Tarporley), so the actual figure is likely to be higher. The following statistics represent what is known as the research ‘universe’.

<b>2018 population estimates:</b>	
0-15	840
16-64	2,590
65+	1,340
<b>Total</b>	<b>4,780</b>

Figure 5 - CWaC MYE-2018 Population of Tarporley Ward. (Source: <https://inside.cheshirewestandchester.gov.uk/>)

There is a great deal of (apologies for the research-speak) granularity in relation to those figures and the next table shows the same figures split across all four Parishes.

<b>Age Group</b>	<b>Little Budworth</b>	<b>Rushton and Eaton</b>	<b>Tarporley</b>	<b>Utkinton and Cotebrook</b>	<b>Tarporley Ward</b>
0-15	110	90	520	110	<b>830</b>
16-64	350	290	1,570	380	<b>2,590</b>
65+	190	120	850	190	<b>1,350</b>
<b>Total</b>	<b>650</b>	<b>500</b>	<b>2,940</b>	<b>680</b>	<b>4,770</b>

Figure 6 - CWaC MYE- 2018 Population estimates by Parish

Some amongst the readers will notice a discrepancy of 10 residents – this occurs within the Utkinton and Cotebrook figures and, for some reason has not been corrected at source. It was decided to only include the 16+ groupings and whilst this lowered the overall ‘universe’, it was felt that the younger residents’ requirements would be covered by the parents or adults in each household.

When constructing this survey, the authors wanted to sample every household within the ward and asked each Parish Council for the numbers in order to produce sufficient survey packs for each household. The four Parish Councils reported the following:

<b>Parish</b>	<b>Estimated number of Households</b>
Little Budworth	287
Tarporley	1,638
Rushton and Eaton	205
Utkinton and Cotebrook	316
<b>Total</b>	<b>2,446</b>

Figure 7 - Estimated number of Households by Parish (Source - Parish Councils)

## **A brief Timeline:**

- February / March 2018, Cheshire East Council withdraws financial support for a local bus Service (A83?)
- March 2018 - Cheshire West takes a decision to restructure its Community Transport Services to 'take up the slack'. This means that some 'free' services are withdrawn, and routes changed, one added.
- April 2018 - Utkinton and Cotebrook PC and Eveleigh Moore Dutton convene a meeting of four parishes in Tarporley Ward and invite CWaC Transport Commissioning and the, then, MP Antoinette Sandbach (Eddisbury) to meet to discuss the rationale and way forward.
- CWaC Transport Commissioning suggest a 6-Month Trial followed by research amongst the Ward residents.
- November 2018 - CWaC commission a study by 'Datawoj<sup>1</sup>' to be reported late 2018
- December 2018 - CWaC report produced that, essentially, suggests a lack of knowledge of the services available from various CWaC funded CT schemes - does not result in fundamental changes
- Spring 2019 - Transport Working Group meets to discuss and put further plans in action.
- Summer 2019 - UCPC Chair offers to 'project lead' a plan to review the options for a locally based alternative - a Community Based Bus Service
- Rest of 2019 - UCPC Chair and Cllr Moore Dutton pull together a research programme based on servicing four rural parishes - Tarporley, Utkinton & Cotebrook, Rushton & Eaton and Little Budworth (total population c. 4,770)
- March 2020 - Online and postal survey to all 2,400 households in Tarporley Ward launched - closes 30th March 2020 (extended to 4<sup>th</sup> April)
- April & May 2020 - Report to be published and discussed amongst Parish Councils and CWaC Transport Commissioning, Edward Timpson MP, interested user groups and funders.

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<sup>1</sup> A locally based Market Research company (<https://datawoj.co.uk/>)

## **The Results (returns):**

### **Research Methodology:**

From the outset it was agreed to keep the timescale limited (initially to 30<sup>th</sup> March 2020) and that the survey would be undertaken between 9<sup>th</sup> and 30<sup>th</sup> March but given the extraordinary circumstances it was agreed to extend the completion date to Sunday 5<sup>th</sup> April.

Initially, the survey was to be a postal only but, during February, it was decided to try and gather data in both written (paper) format and as an online survey. The survey 'engine' chosen was 'Google.docs', a web-based research engine whereby the returns from both online and postal surveys can be collated and the results presented for analysis.

The questionnaires would differ slightly for ease of the medium, but it makes little, if no, difference to the outcome.

Week Commencing 9<sup>th</sup> March the printed forms were distributed to each of the four Parish Councils for onward delivery and online links to the 'Google.Docs' engine created for dissemination on each of the four Parish and also the Borough Councillor's web pages. This meant that some 5000 surveys were distributed (two to each household) and there were five online portals for those who chose that route to follow.

In terms of the postal survey it was decided to go down the route of 'Business Reply' which meant that no resident of the parish would have to pay the costs of putting a stamp on an envelope (often seen as a barrier to responses).

Each Survey Pack comprised:

- A C4 envelope with a message on the front giving instructions
- A C5 return envelope (Business Reply)
- 2 copies of the survey form (in case more than one person wished to respond)
- Sheet of A4 paper, lined for written responses

The collation of data was to be undertaken by the author and entered using the Google.Docs engine for those directly entered online as well as entering each of the data sets (individually numbered) into the engine. This would allow for a uniform set of data for further analysis within an Excel spreadsheet base. In addition, any comments or suggestions sent in on the blank sheets of paper, would be transcribed into a Word Document with the same reference number, Post Code and Parish as for the original survey form (these comments are included as an Appendix).

## The Budget

As mentioned earlier, Cllr Moore Dutton agreed to fund the project from her annual Member's Budget allocation as this was/is a project that could offer a significant contribution to social cohesion, inclusion and local health across the Ward.

A total Budget was put together as follows:

Item	Original Budget	Actual Cost	Balance
Printing Survey & Envelopes	£450	£718	(£268) *
Royal Mail Licence	£99	£99	0
Reply paid postage (this assumed a 100% rate of return) 2 <sup>nd</sup> class	£1,100	£200	£900 **
<b>Total Project Cost Including excluding VAT</b>	£1649	£1017	£632
<b>Possible additional costs:</b>			
• Printing of finished report		£390	
• Postage (100 x £1.00)		£100	
• Stationery (100 x £0.50)		£25	£235
<b>Final Cost of Project</b>	£1649	£1532	£117

Figure 8 - Draft Budget for the project

Notes:

- \* - Increased cost of printing due to layout error
- \*\* - Original budget based on 100% (2400) response rate, actual is 20.6%
- Proposed printing of final document for circulation not in original budget.
- Subject to change

## The Responses:

In overall terms the numbers of responses received were:

Village	Village stats	Parish stats	Parish	Pop 16+	Tot Pop 16+
Cotebrook	46	135	Utkinton & Cotebrook	23.68%	570
Utkinton	89				
Rushton	12	54	Rushton & Eaton	13.17%	410
Eaton	42				
Little Budworth	91	91	Little Budworth	16.85%	540
Tarporley	263	263	Tarporley	10.87%	2420
None Given/Void	13	13	None Given / Void		
	543	543	Individuals	11.22%	
Total Surveys Received	556	556			

Figure 9 - Table showing overall responses across both postal and online (Source; 'Google.docs')

Households	Count from database (Individual Surveys)	Responses with 2 returns	Individual Households
Utkinton & Cotebrook	135	29	96
Rushton & Eaton	54	10	34
Little Budworth	91	20	71
Tarporley	263	43	220
Total Ward	543	102	421
No return (Blank or void)	13		

Figure 10 - Table showing Split of Household and individual responses (Source: Google Docs)

The numbers of Household Returns were derived from:

- The Timestamp (automatically generated by Google.Docs)
- The Parish
- The Post Code

Where there were only minor differences between consecutive timestamps for the same Post Code these were taken to be from the same return envelope, thus could be assumed to be from the same household.

Response mechanism	Numbers returned	% of overall
Postal	491	88.3%
Online	65	11.7%
<b>Total</b>	<b>556</b>	

Figure 11 – Proportions of postal vs online responses

## Detailed Analysis of the responses received:

Initial distribution (by hand and online) commenced during the week of 9<sup>th</sup> - 15<sup>th</sup> March 2020 Responses were requested by 30<sup>th</sup> March 2020, but the deadline extended to Sunday 5<sup>th</sup> April to allow for delays due to the regulations covering the Covid-19 pandemic and social isolation.

Postal responses were collected using a 'Business Reply' envelope that was free to all respondents – they were delivered to the home address for the Chair of UCPC and each annotated with a receipt number. Upon receipt each postal response was logged into the 'Google Docs' package and individually numbered – as were the hand written comments for each.

Online surveys were created using 'Google Docs' and collected using the spreadsheet format of that package.

c.2,450 surveys physically distributed based on information from each of the four Parishes (please see Appendix for the actual format and questions) the following returns and responses were received:

		A (a)	B	C	D	E
Parish	Pop'n 16 years + <sup>s</sup>	Surveys Issued #	Postal Surveys returned	Online surveys returned	Total Surveys returned (B+C)	% of returns  (D / (a))
<b>Rushton and Eaton</b>	410	205 (410)	50	4	54	13.17%
<b>Little Budworth</b>	540	287 (574)	75	16	91	15.85%
<b>Tarporley</b>	2420	1638 (3276)	248	15	263	8.03%
<b>Utkinton and Cotebrook</b>	570	316 (624)	106	29	135	21.63%
<b>None Given / Void</b>					13	
<b>A total of</b>	3940	2446 (4892)	479	64	556	11.37%

Figure 12- Response rates by parish

A total of 13 were returned without Post Code or Street and could not be allocated to specific Villages or Parishes.

Notes:

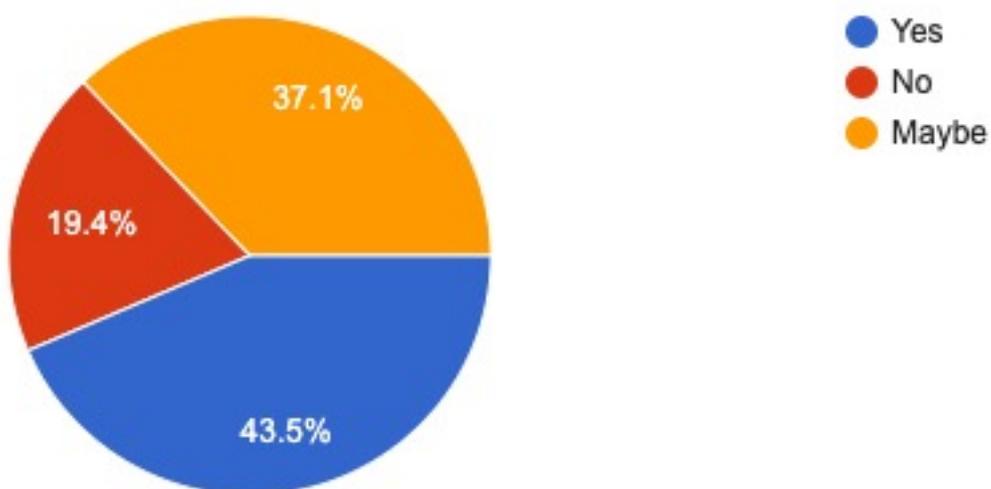
- \$ The population figures used (CWaC MYE 2018) are for those aged 16 and above (as it is believed that those below would not, generally, comprehend the nuances and nature of this study.)
- # the Numbers of Households for inclusion confirmed by each Parish – each issue equates to 2 surveys
- \* This is a calculation based on the collection date of returned questionnaires that arrive at the data collection point in the same envelope and are for the same Post Code

## **The overall ‘headline’ results:**

These results and graphics are drawn from the Google.Docs database against each of the questions (Postal and Online)

1. If such a service were introduced would you and/or your family use it?

From a total of 556 individual responses (including 13 void):



*Figure 13- Chart showing overall proportions of responses; 'Yes', 'Maybe' or 'No' in relation to a Community Bus Service*

Count of yes, maybe, no	556	
242	Yes	43.53%
207	Maybe	37.23%
107	No	19.24%

*Figure 14 - Proportions of Yes, Maybe, No*

2. How often might you use it?

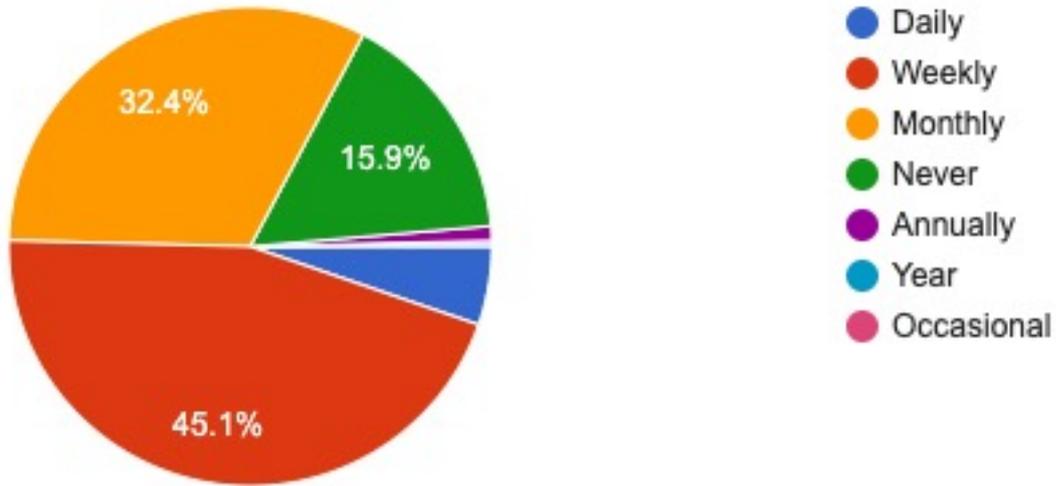


Figure 15 - Proportions of use

Count of Daily, Weekly, Monthly, annual		
Daily	26	5.25%
Weekly	222	45.1%
Monthly	163	32.4%
Annually	5	1.01%
Never	79	15.9%
No response	53	

Figure 16 - Proportions of suggested usage by time period

3. What do you think might be a reasonable charge? (assuming existing concessions applied)

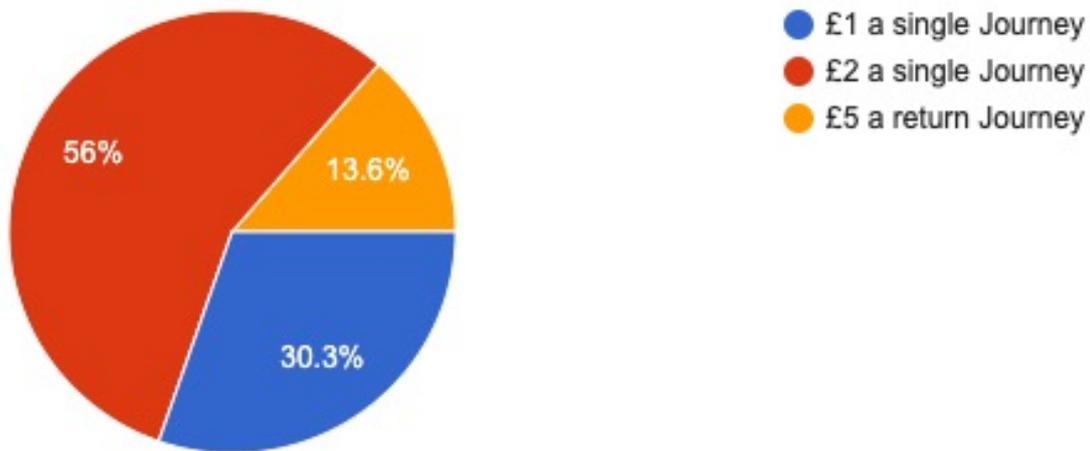


Figure 17 - Charges suggested by respondents

(whilst the larger of these three options [£5 return] might seem counter intuitive, it represents the return journey cost for some modes of existing Community Transport [CT] provision.)

4. From which of the following locations would you wish to board the bus and go to? (Please place a tick in any that you might use - a tick that shows, for example, from \*Eaton to Eaton will be assumed as a return journey will be assumed as a return journey to and from the Tarporley Hub.)

A table was provided for input – NB there was another option ‘Other’ and these were annotated elsewhere

From the results the most ‘popular destinations’ for each of the six villages (not Parishes) are shown below:

**Based on a ‘Yes’ Response;**

From > To v	Cotebrook	Eaton	Little Budworth	Rushton	Tarporley	Utkinton
Abbey Arms	5	9	24	2	49	21
Cotebrook	9	1	5	2	29	6
Delamere Station	7	6	34	3	75	29
Eaton	0	2	2	2	10	0
Little Budworth	1	4	6	2	32	0
Rushton	0	2	0	0	4	1
Tarporley	18	15	50	4	18	33
Utkinton	5	3	7	0	35	6

Figure 18 - Destination mentions for those with a positive ('Yes') Response

### Based on a ‘Maybe’ Response:

From > To v	Cotebrook	Eaton	Little Budworth	Rushton	Tarporley	Utkinton
Abbey Arms	5	9	9	4	34	13
Cotebrook	3	0	1	1	9	0
Delamere Station	9	5	10	4	60	15
Eaton	0	2	2	2	10	0
Little Budworth	6	1	5	2	15	1
Rushton	0	1	0	1	3	0
Tarporley	22	11	20	6	8	25
Utkinton	5	2	1	2	26	8

Figure 19 - Destination mentions for those responses with a possible ('Maybe') response

Any response, for example, ‘Cotebrook to Cotebrook’ is taken as a return journey to the hub. Any ‘No’ response was discounted, even if it had a valid destination.

#### 5. Would you require Wheelchair or Special access?

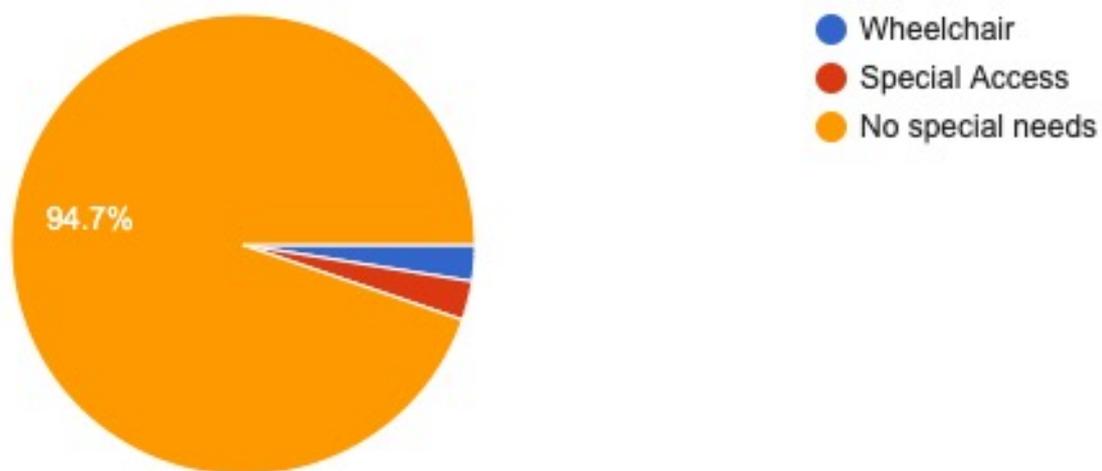


Figure 20 - Disabled / Special Access requirements

6. What times do you think the service should run to and from? (please circle all that apply)

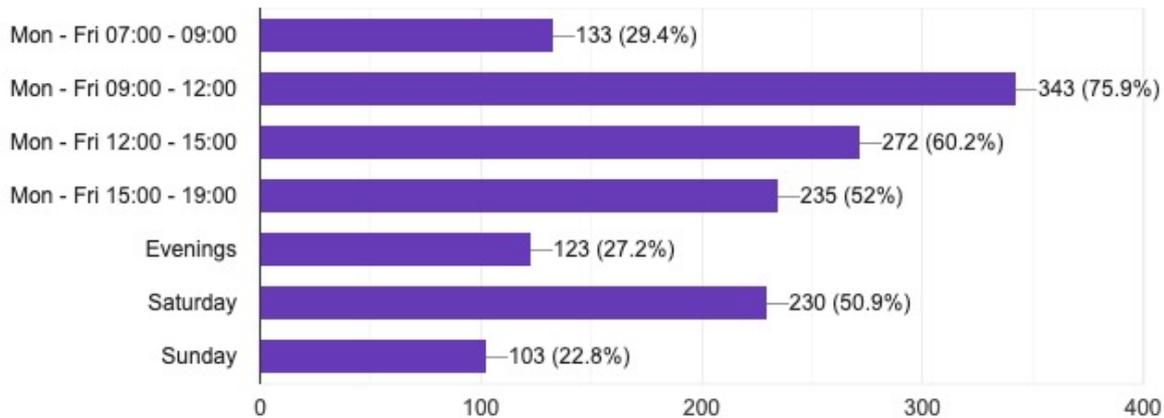


Figure 21 - Timing of services across the week

nb: the totals add up to greater than the number of surveys returned as many respondents listed multiple timings. A total of 447 respondents expressed preferences as to timings of service provision. The figures in brackets represent the proportion of those who responded.

7. What would you use the service for?

NB; Here there were five (5) proffered service uses however respondents added quite a few more and the results, in headline from Google Docs are somewhat confusing – they are distilled further here:

Activity	Responses	In terms of the 'Other', some specific mentions were:
Shopping	291	Attending meetings
Leisure	290	Church in Tarporley
Visiting Health	152	Day Walks out with the village
Work	49	Going to and from Tarporley High School
School	35	If a service extended to Winsford that would be useful
Visit Family / Friends	15	Local travel
<b>Mode of travel</b>		Campsite guests (400 people when full) would use it at weekends
Train	20	Pharmacy
Connecting to Bus	9	Pub
<b>Places to go</b>		Socialising
Winsford	3	Something to do
Chester	1	Tarporley to Cheshire Oaks
Pub	1	Visit Bunbury
Knutsford	1	Visit Family
Bunbury	4	Visit Friends
Frodsham	1	
Tattenhall	2	

Figure 22 - Table showing preferred usage of services

8. If these services were not available how would you access other villages?

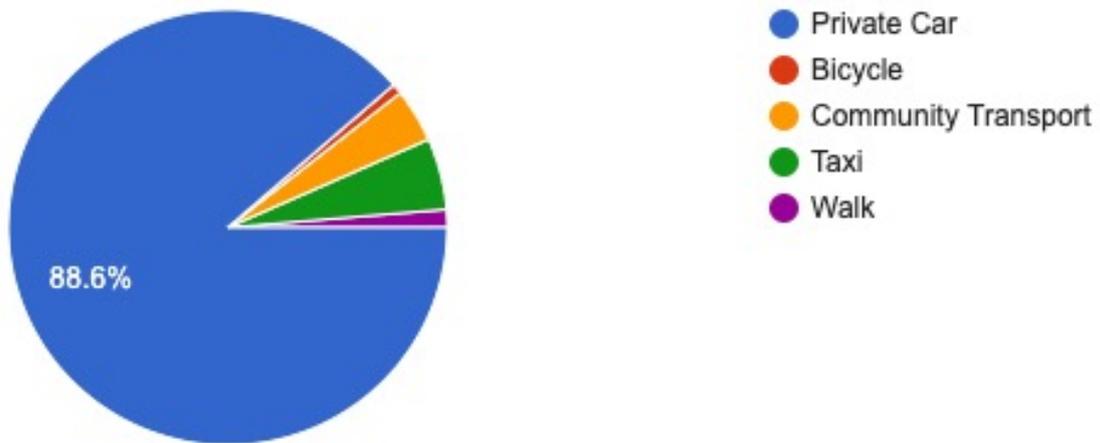


Figure 23 - Showing propensity for transport mode if Community Bus Service not available

9. Which of the existing Community Transport based schemes do you use?

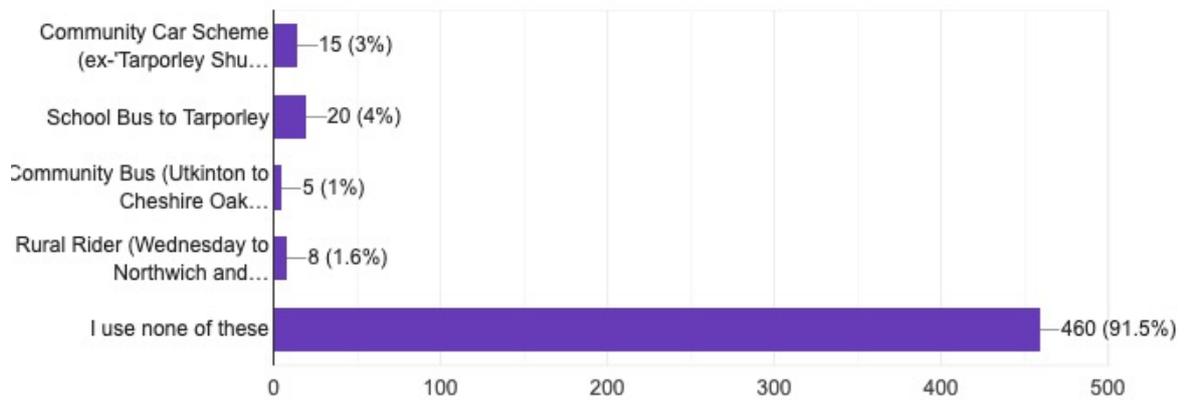


Figure 24 - Usage of existing CT services

## Appendices

This section covers a number of elements, each of which has contributed to the development of these proposals.

- Existing Community Transport Infrastructure.
- Existing Public Service Provision
- Previous Research:
  - Tarporley Rural Transport Survey – ‘Datawoj’ Executive Summary
  - Previous research into existing Community Transport Provision (FOIR).
- Written responses by residents
- Postal Survey Form

## A) Existing Community Transport Infrastructure.

The following are extracts from the published timetables and websites of CWaC and the Cheshire Community Development Trust (CCDT). They show that, broadly, there are transport provisions available, however most operate within limited time windows and are, in the main, based on pre-booking between 24 and 48 hours ahead. The constraints are driven by the needs of the existing transport being utilised on 'school runs' and, therefore, the time available in the community is limited, roughly to between 9:30 and 14:30.

This section will show the existing services split into three broad categories:

- Those provided directly by CWaC
- Those provided through CWaC Funding
- Those provided through private means

Some accept existing concessions, others, due to the limitations on private hire etc. have to charge for their services. Any comments referring to 'you', 'anyone' etc. are directly from the website for the service provider.

### Cheshire West and Chester Services

#### Community Bus Service (CWA/C)

Serves: Utkinton - Tarporley - Tiverton - Brassey Green - Huxley - Tarvin to Chester City Centre, Countess Hospital and Cheshire Oaks (and return)

This is a 'flexible' bus service connecting villages in the vicinity of Tarporley with Chester, the Countess of Chester Hospital and Cheshire Oaks. As a registered bus service, normal fares will be charged (half fare for young people up to their 19th birthday), and Cheshire concessionary bus passes ARE valid for travel after 0930.

This service can be used by anyone - just register your details with the Council by ringing 01244 973039 Monday to Friday between 0800 (8am) and 1600 (4pm) except on public holidays.



Figure 25 - Route of CWaC 'Community Bus' (Utkinton to Cheshire Oaks)

### Operates Tuesdays and Thursdays from 3 April 2018

Outbound:		Return:	
Utkinton Shrine	0920 1450	Cheshire Oaks (Coach Park)	1335
Tarporley Co-op	0930 1500	Countess of Chester Hospital (Main Entrance)	1350
Tiverton War Memorial	0938 1508	Foregate Street, Old Queens Head	1400
Huxley Church	0943	Tarvin, St Andrews Church	1415
Hoofield Hall	0945	Hoofield Hall	1425
Tarvin, St Andrew's Church	0955	Huxley Church	1425
Foregate Street, Old Queens Head	1015	Tiverton War Memorial	0852 1432
Countess of Chester Hospital (Main Entrance)	1025	Tarporley Co-op	0900 1440
Cheshire Oaks (Coach Park)	1040	Utkinton Shrine	0910 1450

### Community Car Service (CWaC Tarporley Area)

Prior to April 2018 this was referred to and run as 'Tarporley Shuttle', indeed the vehicle (a VW Caddy MPV) is still branded as such.

- Operates: Mondays, Wednesdays and Fridays from April 2018.
- To use this service, users should register by ringing: 01244 973039
- The community car is available on Mondays, Wednesdays and Fridays between 0930 and 1430 (except public holidays).
- Book trips by ringing at least 24 hours in advance. The telephone is open Mondays to Fridays between 0800 (8am) and 1600 (4pm), except on public holidays.
- The cost of using this service is £3.00 per person for a single trip, and £5.00 for two trips (return?) on the same day.
- Concessionary bus passes will NOT be accepted.

### Cheshire Community Car Scheme

The service is available to people who are without private transport or who are unable to access public transport to make their journey. The Community Car Scheme can help you with your journey to appointments i.e. dental, opticians, doctors, and social activities such as visiting friends or relatives. With a group of car owners each volunteering a little of their time, they are able to help you, your neighbours and friends with transport. There is a charge of 50p per mile, with a minimum fee of £2.50.

To use the service, you will need to become a member of the community car scheme, for this there is an Annual Administration Fee of £20 per registered passenger. Please note; requests must be made 48hrs before you wish to travel.

## Services Funded by CWaC

### Rural Rider (provided by Cheshire Community Development trust [CCDT])

This transport scheme is available to anyone living in the rural areas around Northwich and Winsford. The booking line is open from 10am - 2pm and bookings are taken the day before

Day Wednesday to	Pick-up Locations (Normally in this order)	Pick-up Time (Approx.)	Return Time
Northwich	Utkinton, Tarporley, Little Budworth, Eaton, Cotebrook, Oakmere, Delamere, Northwich (reverse order on return.)	09:30	12:30
Winsford	Utkinton, Tarporley, Eaton, Little Budworth, Eaton, Cotebrook, Oakmere, Delamere, Winsford (reverse order on return.)	13:30	15:30

Figure 26 - 'Rural Rider' Timetable (CCDT)

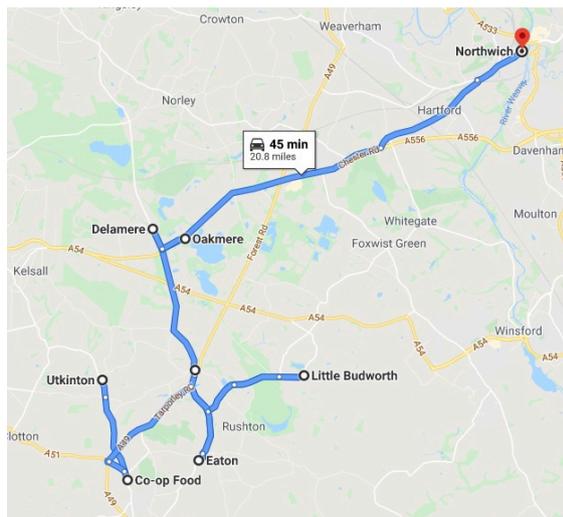


Figure 27 - 'Rural Rider' Wednesday (am) routing to Northwich



Figure 28 - 'Rural Rider' Wednesday (pm) routing to Winsford

### Women's safe transport

This is an evening pre-bookable door to door transport service operating in and around the Northwich area. Bookings are taken between 1.30pm and 3.30pm. This service only operates on a Wednesday and Thursday evening and is open to any female.

### **Privately Funded Schemes:**

In 2018/9 Tarporley Parish Council withdrew its direct funding for a mini-bus service used, predominantly, by residents of 'Oathill Leys' a residential home run under the auspices of Weaver Vale Housing Trust (WVHT) who had indicated that the property would close and a different scheme instigated at some time in the future.

Tarporley PC had, until the imminent closure of Oathills Leys, funded, or partially funded, a minibus for residents on a once a week routing to Rose Farm (amongst others). It ran on Thursdays and provided an opportunity for elderly residents of Oathill Leys to have a weekly shopping trip away from their immediate surroundings.

Following the Tarporley PC announcement the management of Rose Farm Shop have taken up a weekly trip for some residents of Tarporley (and surroundings) to Rose Farm. The shop partially funds the service with residents paying a nominal sum towards their journeys.

## B) Existing Public Service Provision

In this section we will discuss the bus and rail links that are available and are provided by a variety of companies. We shall make no comment as to their efficacy or cost structures, merely indicate the capability for residents of Tarporley Ward to access them.

### **Bus Services:**

There are two current providers – Arriva North West and D&G Bus.  
(Extracts of their published timetables are in the Appendices.)  
Services are, broadly every hour)

#### **Arriva A84 (Crewe/Nantwich/Tarporley/Chester)**

Until fairly recently (c.2017/8) this service ran half-hourly, but this was reduced to hourly. It runs between Crewe – Chester

First bus departs Crewe Bus Station at 05:28, arrives Chester Bus Station at 06:38

The last bus departs Crewe Bus Station at 18:35 arrives Chester Bus Station 19:46

First bus departs Chester Bus Station at 06:45, arrives Crewe Bus Station at 08:23

The last bus departs Chester Bus Station at 19:58, arrives Crewe Bus Station at 21:12

Both of these routes stop in Tarporley where there are three drop off / pick up points;

Inbound: Tarporley Community Centre, Tarporley Co-op, Burton Square

Return: Burton Square, Tarporley Community Centre

#### **D&G Bus 82 – Northwich to Chester**

Broadly these are hourly services and have a stopping point at Abbey Arms, Vale Royal

#### **82 Rudheath - Northwich - Hartford - Sandiway - Kelsall - Tarvin - Chester**

The first bus to Chester is at 06:00 (Northwich) arriving at 07:05

The last bus to Chester leaves Rudheath at 14:06 arriving in Chester at 15:35

Thereafter it is a truncated service for Sir John Deane's College

#### **82 Chester - Tarvin - Kelsall - Sandiway - Hartford - Northwich - Rudheath**

The first outbound from Chester to Northwich is at 07:10 arriving (Northwich) at 08:15

The Last outbound from Chester to Northwich is at 17:55 arriving (Northwich) at 19:00

### **Rail**

There are two primary services available:

**Northern Rail** (or its successor) between Chester and Manchester from both Delamere and Cuddington stations. The services are 'stopping' trains and they allow for connections (via Stockport) to Avanti West Coast, to Liverpool (via Merseyrail) and Warrington. From Manchester Piccadilly services to the East coast.

**West Midlands Trains** between Liverpool / Warrington and the south via Crewe using Winsford. These connect with **Avanti West Coast** trains between London, the North West and Scotland.

Neither of these is connected to any of the Tarporley Ward villages, except by car or taxi.

## C) Previous Research:

### CWaC Commissioned Study



In mid- late 2018, CWaC commissioned a local research business to look at the attitudes towards Community Transport across the Borough and more specifically within the four Parishes of Tarporley Ward. The Executive Summary is published below:

## **Tarporley Rural Transport Survey – Executive Summary**

### **Methodology**

- Online survey made available via Council website 2nd October to 17th November 2018.
- Paper copies made available through Parish Councils.
- Overall response of 222 (*representing around 4.5% of the total population of the Ward*)

### **Awareness and use of the schemes**

- 6 out of 10 respondents are not aware of the Community Car Scheme. (*This is what was previously 'Tarporley Shuttle' and the corollary being that 40% were aware – c. 90 residents*)
- Half of respondents are aware of the Community Bus Scheme.
- Word of mouth is the most popular method by which respondents have heard of either the Community Car Scheme or the Community Bus Scheme.
- 9 out of 10 respondents have rarely or never used either the Community Car Scheme or the Community Bus Scheme.
- Mondays and Fridays are the most popular days for respondents using the Community Car Scheme.
- Thursday is the most popular day for respondents using the Community Bus Scheme.
- Accessing health services (GP, dentist, hospital) is the most popular purpose or reason for respondents using the Community Car Scheme.
- Shopping is the most popular purpose or reason for respondents using the Community Bus Scheme.
- Having access to other transport is the most popular reason for respondents not using either the Community Car Scheme or Community Bus Scheme.

## Promotion of the schemes

- Over 9 out of 10 respondents think the Community Car and Bus Services could be promoted more effectively.
- Over 6 out of 10 respondents think a list of top 5 locations could be used to effectively promote the Community Car and Bus Services. These include:
  - Tarporley Talk
  - Parish Newsletters
  - Advertised at other local services/centres e.g. local doctors' surgery, dentist
  - Tarporley News
  - Advertised in local shops

## Future service provision

- Over half of respondents would support the option to increase the number of days the Community Bus Service operates.
- Those who agreed said that the option would:
  - give them more flexibility and choice (35 respondents)
  - provide a range of non-drivers in the area (including young people and older people) with a means to travel (25 respondents).
- Some also mentioned that service to the Countess of Chester Hospital is very useful.
- Those who disagreed said that it was because:
  - It would increase costs for CWAC (2 respondents)
  - The normal bus timetable should be improved (2 respondents)
  - Bus times do not suit work pattern (2 respondents)
  - Community Car is more useful (2 respondents).
- 6 out of 10 respondents don't know if there is likely to be demand for the Cheshire Oaks stop in the future.
  - The majority of the those who gave a response said they would like the bus to stop outside M&S (34 respondents)
  - Others said: Vue Cinema (5 respondents), Sainsburys (4 respondents), Colosseum shopping area (3 respondents)
  - 4 respondents said that a stop in Chester City Centre would be better/more convenient.
- A lot of respondents said that the council need to publicise the service locally through different mediums such as leaflets, printed timetables or via the parish council (79 people) as many said they were not aware of the service.
- Some felt the service should run for longer hours (12 respondents), with some mentioning that it should reflect working hours so that commuters could use it.
- Other suggestions included extending the service to cover other villages (e.g. Eaton) (6 respondents) and have more flexible pick-up and drop off locations (4 respondents).

- In terms of other locations in the Tarporley area that respondents thought would benefit from being serviced by the local community car/bus scheme - the most common response was 'Little Budworth' (18 respondents).

## **General comments**

- Many respondents said that they were not aware of the scheme until now, it needs to be promoted and advertised more (19 respondents)
- Some respondents said that it is a valuable service for people who do not drive and helps to reduce isolation (10 respondents)
- Some respondents said that the service needs to be increased (both in terms of the number of days and the times that it runs) as the times on offer are not suitable for the whole community e.g. younger people travelling to school, commuter, those wanting to travel to the hospital for visiting times etc (13 respondents)
- Some said that the service provided a lifeline in rural communities (7 respondents)
- Some respondents (7 in total) commented on the lack of reliable, commercially operated public transport in their local area and wanted more to be done to improve this
- A small number used this as an opportunity to comment on the community care scheme specifically; 4 respondents said they wanted this service to be increased and 2 emphasised that they didn't want service to be cut.

## **Respondent profile**

- Nearly all respondents describe themselves as a local resident.
- Nearly 9 out of 10 respondents have access to a car or motorcycle.
- Nearly a third of respondents are aged 65 to 74 years of age.
- Just over a quarter of respondents have a long-term illness, health issue or disability which limits their daily activities or the work they can do.
- Of those respondent postcodes which could be matched to parish names, the following 4 parishes accounted for the highest number of respondents:
  - Tarporley
  - Little Budworth
  - Utkinton and Cotebrook
  - Rushton

## **Comments on the 'Datawoj' research:**

It would be easy to classify this survey as 'scratching the surface' when it actually provided substantial 'colour' as to the attitudes of the users and potential users. What it doesn't do is propose any methodology for moving forward – except to say the Community Transport Services (CWaC) need to be publicised more. It was, in the views of the Ward and Parish Councils that make up Tarporley, a fairly superficial look at attitudes rather than core content.

Neither does it make any comment as to the applicability of these services to the whole of the Community and focused on the attitudes of those who might have heard about them. No mention of timetabling, routes or change.

One question, for the team that commissioned the research (and this isn't a criticism) is what happened next? It is interesting that CWaC is currently (Spring 2020) consulting across the Borough on the future of 'Community Transport' as a whole.

It was this lack of impetus that was the 'genesis' of this study into the potential for a Ward based Community Bus Scheme.

## (FOIR) - Previous research into Existing Community Transport Provision.

In the months following the initial meeting in April 2018, Cllr Tunney attempted to establish usage and cost of the two schemes (Tarpорley Shuttle/Community Car and Community Bus) put in place by Cheshire West and Chester's 'Transport Commissioning Team'. This was done using Freedom of Information Requests through a website called 'What do they know?' ([www.whatdotheyknow.com/](http://www.whatdotheyknow.com/)) a service that submits and monitors requests (FOIR) on behalf of members of the public and interested bodies.

The following is an extract from the FOIR response delivered in June 2019 by CWaC:

### **Response**

Both the car and bus services cover a wide area including the parishes you refer to in your request.

Please note that there are some service users registered historically from parishes in the borough of Cheshire East.

The included cost of £5,317.66 per annum for both 2017/2018 and 2018/2019, is based on the average number of trips per month for the ten service users who travel.

The number of registered users for both the bus and car service are in each of the parishes are as follows:

Parish	No of Users
Utkinton and Cotebrook	6
Tarpорley	34
Little Budworth	1
Eaton and Rushton	9
Other parishes	67

*Figure 29 - CT users by Parish (June 2019) from FOIR*

It is 'interesting' to note that the 'Other Parishes' outnumber the total users from within Tarpорley Ward.

Utkinton and Cotebrook Parish Council submitted a number of such FOIR in relation to Community Transport, with varying levels of success. The following table shows the usage for the 'Community Bus' (from Utkinton to Cheshire Oaks) since its introduction to March 2019.

Community Bus		Average per day	
Month		Tuesday	Thursday
April	2018	4.5	1.3
May	2018	5.6	0.6
June	2018	8.0	2.3
July	2018	6.8	1.3
August	2018	6.6	0.8
September	2018	8.3	0.5
October	2018	9.2	0.5
November	2018	8.3	1.8
December	2018	8.0	2.8
January	2019	7.8	1.6
February	2019	7.0	2.3
March	2019	7.5	1.3
<b>Grand Total</b>	2019	7.3	1.4

*Table 1 - Showing FOIR responses related to CWaC 'Community Bus' use*

## Comments Extracted from Tarporley Ward Transport Survey

These comments are taken, verbatim, from those postal responses received and are identified by Response Number, Post Code and Parish (where known). No street references have been extracted and no spelling or grammar corrected.

Response Number	Post Code	Parish	Comment(s)
Online 006	CW6 9EY	Little Budworth	Local travel
Online 008	CW6 9EL	Little Budworth	Winsford -town centre (shopping)
Online 013	CW7 2QJ	Little Budworth	My campsite guests (up to 400 people when full) would use it at weekends
016	CW6 9BX	Little Budworth	Added comment as to 'Rural Rider service' on a Friday as well.
Online 058	CW6 9BN	Little Budworth	Learning my daughter how to use a bus route with a carer
Online 061		Little Budworth	I've just completed the online bus survey, but I couldn't see an area to add comments. I live on the outskirts of Little Budworth so in order to use the service easily I'd ideally like to see a stop on the A54 (where the old bus stop was near the chapel would work). If this wasn't possible, I'd have to drive to the village which defeats the point of getting the bus!
197	CW6 9BZ	Little Budworth	Q1. I have answer(ed) 'Yes' to this question. This is subject to a nearby stop to St Peters Drive, suitable long ramp, if not 'short and steep', a suitable space for a wheelchair and driver assistance. I accept that this sets the bar too high for some. How does the scheme fund the cost of the bus? Can it be classified as a Community Charity to obtain 25% from Government? Add xp per journey (e.g. 2.5p) for contingency costs. To include prams, therefore seating to accommodate more than one.
216	CW6 9BL	Little Budworth	I have lived here for the past two years and even though I have a car and can travel to Work etc, my partner does not. We could really do with a proper bus service so my partner can get out and about rather than relying on me to get out and about. She feels extremely isolated and the opportunity to travel alone would offer her great independence.
222	CW6 9AZ	Little Budworth	If the bus timetable was connected to the train times at Delamere for Manchester and Chester, then I would consider £5 single as a reasonable charge from Eton to Delamere for a single person. However, if looking to encourage families to use these services than a cost of £15 to £20 return would be a reasonable charge. I do think that increments based on distance to be travelled are reasonable also.
225	CW6 9ER	Little Budworth	We used to have a bus service from Winsford to Chester using the a 54. This is a bus service that is needed for people going from common side to either Winsford or Chester. This would stop people using cars to go shopping at Chester and Winsford. It would be good for the environment
247	CW6 9DA	Little Budworth	Q3 a reasonable charge depends on distance. Happy to pay more for the longest journeys.

			<p>Question 7 we would also like to add to get to a train station to go to Manchester Liverpool or Chester.</p> <p>Q8 suggesting the roads are not safe for walking.</p> <p>general comment. From Little Budworth it would be most useful to go to Winsford, it is where the nearest supermarkets are situated. There are not many shops in any of the villages listed apart from Tarporley. Maybe 'The Hollies' farm shop would contribute if the bus visited their shop or cafe in Little Budworth. This would be a leisure cafe or shopping trip for some people. Perhaps Winsford supermarkets would contribute to offer a more affordable shopping trip for example to ALDI in Winsford.</p>
269	CW6 9BP	Little Budworth	<p>Would be more interested in resurrection of a bus service to Chester and return even if only once a week. The last time used before stopped had to stand all the way due to its popularity.</p>
290	CW6 9EY	Little Budworth	<p>Would love a bus/shuttle that younger ones could use as dial a ride is only for the pensioner's still a very good plus needed resource.</p> <p>We have no public transport and many of the kids would love to be able to meet up with friends in Tarporley and then catch the bus to Chester.</p> <p>We also badly need transport from little Budworth to Tarporley or Kelsall or Tarvin.</p>
320	CW6 9ER	Little Budworth	<p>Q4 I would like to see connections to and from Winsford listed amongst the options under consideration. Winsford offers a greater range of shopping leisure and work opportunities than Tarporley. It also has significant health dental and optical and optical services. Winsford also provides more and more frequent travel options to onward destinations than the other two hubs host listed for example Abbey arms and Delamere station. For instance, it is just 35 minutes to Liverpool and 10 minutes to Crewe by train from Winsford as against 70 minutes to Manchester and 25 minutes to Chester from Delamere station. The bus link to Northwich from Winsford is more frequent than from the Abbey arms and there are services to Middlewich and Sandbach. I hope that the service could travel along the A54 to serve the communities along common side or adjacent to it that is Longstone Lane, Whitehall Lane, Mondrem green and the cluster of houses around the Shrewsbury arms.</p> <p>Q3 a taxi from here to Winsford is around 12 pounds each way so any reasonable charge would be acceptable.</p> <p>Q8 we only use the car by default as there are no bus services</p> <p>Q 6 we have lived here for 40 four years and apart from 2 brief failed attempts we have had no bus service. A nearest bus stop is at the Abbey arms but there is no parking facility. Any service at any time or any day would be better than nothing, which is the current situation.</p> <p>We live on one of Cheshire's busiest 'A' roads but it is incredible to us that there is no current provision.</p> <p>There are already 2 bus stops on the A54 near us by the Methodist Chapel, are reminder of the two previous failed services referred to above. Clearly these could be brought back into use at no extra cost.</p> <p>Thank you for the initiative and the opportunity to take part.</p>
321	CW6 9ER	Little Budworth	<p>Although the a 54 is one of the busiest main roads in Cheshire, there is no current bus service along the stretch from Winsford</p>

			<p>round common side. We have lived at our present address for 44 years. Twice a bus service between Winsford and Chester was introduced for a short time which we made regular use of. We would much prefer to use public transport than to drive, but a car is essential living here. As pensioners, we are concerned that in future we not we may not be able to drive and there does not seem to be much if anything in the way of regular community bus schemes along the A54.</p> <p>We hope that the service could include the common side area , where there are existing bus stops but no bus service, and provide transport to Winsford as well as Tarporley, and maybe a service through Winsford to the railway station, a taxi to the railway station cost £12.00 one way.</p> <p>There are a lot more facilities in Winsford than in Tarporley, also a greater range of onward travel options than from other areas listed.</p>
352	CW6 9EN	Little Budworth	In the current crisis (Corona Virus?) it is more or less impossible to fill this form in. At the present time both my husband and myself are drivers. This could alter, then my answers would be different.
378	CW6 9ER	Little Budworth	Would the bus be able to pick up en route as we live over a mile from the village centre?
379	CW6 9ER	Little Budworth	<p>At the moment I use a car and bicycle (if the journey is fairly local). However, living rurally where there is no public transport at all, I look to the future when I might well not be able to drive.</p> <p>Also, it would make sense to be able to use very local public transport to be able to link up with going further afield e.g. Chester or Northwich. That way there are less cars on the roads and less nuisance parking by those who have to drive to a location to pick up a bus or train.</p>
393	CW6 9ET	Little Budworth	<p>Dear Mrs Moore Dutton I think it would be a great service for all people as you are not always feeling like driving, because the roads are so very busy (and) you like to get out. I could visit my friends at Tarporley and do some shopping as well. It would be nice to go to Chester for a change from Kelsall or Tarporley.</p> <p>Thank you for all your hard work you do on behalf of the Parish.</p>
416	CW6 9DA	Little Budworth	<p>I have completed the survey base on what could be in the future.</p> <p>I currently drive, but being on the verge of 80, I don't know how long into the future I will be able to drive or even feel confident to do so.</p> <p>In this case I would need transport.</p>
489	CW6 9ER	Little Budworth	Winsford
Online 060	CW6 9BB	Rushton & Eaton	Using it as transport to connect to larger hubs like Delamere Station/restaurants
149	CW6 9AY	Rushton & Eaton	All questions would be affected and answered differently if I became unable to drive. I am, at present, dependent on my car.
167	CW6 9AY	Rushton & Eaton	As we are getting older we may not be able to drive, so a bus service would be very beneficial.
186	CW6 9AD	Rushton & Eaton	<p>A link to Tarvin for a Chester bus connection (DG) 82.</p> <p>Winsford for shops.</p> <p>Little Budworth for Leisure and the nearest pubs to Eaton.</p>

205	CW6 9BB	Rushton & Eaton	At present do not require Community Bus Service but may in the future. I would like to record my support for this service.
231		Rushton & Eaton	There is no pickup or drop off in Oulton on the printed sheet.
263	CW6 9AG	Rushton & Eaton	While I can still drive, I would like to use my private car. There will come a time when I will lose my driving licence and the bus service would be vital if I wished to remain in the village. It would be satisfying to help the planet and leave my car at home. At the moment this is not possible.
296	CW6 9AZ	Rushton & Eaton	Would young people be able to take their bikes on this service? Our son who is 14 likes to meet his friends in Delamere to cycle but we can't always get him there. A bus to Tarporley high school in the mornings or afternoon would also be useful as sixth form pupils are not entitled to use the school bus for free and the cost is prohibitive. Transport to help young people who can't drive should also be considered as well as us elderly. Young people can feel isolated too.
301	CW6 9AL	Rushton & Eaton	A bus from Eton to Tarporley for shopping would be great. A bus from Eton to Delamere station would be fabulous to get in and out of Chester and Manchester especially Saturday afternoon and late Saturday evening say pick up last train.
303	CW6 9AD	Rushton & Eaton	I have tried to get transport a few years ago but to no avail you use live in a lovely village and years ago we had these means: <ul style="list-style-type: none"> <li>• post office</li> <li>• general store</li> <li>• coop Cheshire bus stop</li> <li>• butchers van</li> <li>• fish van</li> <li>• breadman</li> </ul> and now we have nothing. So by means of shuttle bus used to go just to Tarporley for our needs. I, myself, go on this bus just for two hours for shopping. We used to have a dial a ride on a Tuesday or Wednesday to go to Winsford and back between 10:00 o'clock and three o'clock but now we don't get that. I think we need transport two or three times a week to these shopping places Tarporley, Utkinton and Winsford.
308		Rushton & Eaton	At the moment the shuttle is the only way to get to the Chester and in Nantwich bus service to shops health centre etc. This has been a God send, but it only runs Monday Wednesday and Friday, why not every weekday and Saturday from 8:30 until 1430? A bus was tried, by the time it got all round the route, it was like a mystery tour. When booking the shuttle, the reception gives the impression he or she is not aware of the location, this would be an area that would help. If the bookings were in front of them people with flexible times could be put with others in the shuttle. A better service more customers. The car park behind the (Tarporley?) community centre was used a great deal for people going for the service bus to Chester and Nantwich but a 3-hour time limit was put on, possibly a more relaxed approach could be found to please everybody.

			Looking at the alternatives in Q9 I have never heard of the ones on the second line the community bus to Cheshire Oaks or the Rural Rider so need to know what and where if we get some kind of service bus or shuttle (I had to ask where to ring). Thanks for your good work.
338	CW6 9AD	Rushton & Eaton	<i>(somewhat jumbled)</i> If you live in Eaton Village, Community Car Scheme (ex Tarporley Shuttle), weekly, Monday, Wednesday & Friday. Pick you up at home and back to home when time wanted, start 9:00 am to 12:00pm (?) Almost just go: <ul style="list-style-type: none"> <li>• Post Office</li> <li>• Health services</li> <li>• Co-op Shopping</li> </ul> I can't see people of age waiting for a bus to turn up – going or coming home. I have a feeling that the Tarporley Ward business funded by Cllr Moore Dutton wanted to end this shuttle for a while. If it does then there will be some OAPs that will destroy their Lives. From the door to door pick up. Also, I don't think that people in Eaton and local villages will forget at next Local Elections!
338	CW6 9AG	Rushton & Eaton	Currently we are quite able to use our private car. In 5 years', time this would be reviewed. Thank you for asking.
353	CW6 9AD	Rushton & Eaton	To have a regular bus service would be great. Thank you for the survey.
370	CW6 9XE	Rushton & Eaton	I work in Manchester. Would think about using it if it connected with train into Manchester from Delamere (07:09 out, return arrives 18:15). But wouldn't regularly use as get the train to Manchester from Frodsham as it's a better service. Maybe consider a bus to Frodsham?
436	CW6 9AR	Rushton & Eaton	Q2. There are 4 family members who would utilise it. Q3. All charges Ok depending on destination. What about monthly tickets?
001		Tarporley	I live in Tarporley and have friends and family in Bunbury. You have not listed Bunbury, which is surprising. Also, along a route to Bunbury, a large housing estate is to be built in Beeston, which would be on the route to Bunbury.
007	CW6 0TY	Tarporley	I think it is a good idea in principle. The key is reliability and cost. I know a lot of people (ourselves included) go to Nantwich on a Thursday as it is Market Day and if this could be included it would be good. As we live in Tarporley it is less needed for us to travel to other villages other than to visit friends etc. as we have everything here in Tarporley. The biggest use would be for people travelling to Tarporley.
Online 014	CW6 0BY	Tarporley	Visiting friends
025	CW6 0AT	Tarporley	Although not a straightforward journey, there are good reasons to involve Kelsall on the proposed destinations given the medical connections with Tarporley Surgery.
056	CW6 0AX	Tarporley	Q9. I regularly use the bus from Crewe to Tarporley rather than using the car as it is such a good service and very reliable. We all have to think of the environment and rural communities. If the service is regular and reliable I would definitely use the Community Bus Service as it will help the environment and keep communities connected.

058	CW6 9UV	Tarporley	Why no coverage for Tattenhall – missing this is a serious mistake?
068	CW6 0DN	Tarporley	At the moment I can still drive. I have completed the form as if I had given up driving. If I want to go to Chester, I use the ‘Park & Ride’ only because the 84 is now hourly. If this reverted back to every 30 minutes this would be the transport I would use.
099	CW6 9UR	Tarporley	Q4. (Locations) Use of a Community Service to Tattenhall for Leisure Purposes in afternoons or weekends. Also very difficult to travel to Whitchurch, although further afield again something to consider as it offers both leisure and shopping.
105		Tarporley	Q8 (Access) Would like to walk but this is impossible!
108	CW6 0BD	Tarporley	Whilst I would welcome a bus to/from Delamere Station (or Cuddington) from Tarporley to gain access to rail transport, I am unlikely to use any of the other suggested routes. However, I would like to very much support the return of half-hourly 84 bus service. (Appreciate that this is not part of the survey, bit it has been sadly missed.)
113	CW6 0TW	Tarporley	Q9 (Community Transport Services) Asked the question as to what ‘Community Bus (Utkinton to Cheshire Oaks) was.
142	CW6 9HH	Tarporley	Dear Parish Council, thank you for involving me in this survey. You will see from my responses that I would not use the service at the moment. But I feel compelled to write as I believe the plans you have are very important and much needed, and I hope you go ahead with a comprehensive service. I am 53, work full time in Chester and drive there by car. But for the elderly, your plans are critical. A service to Delamere train Station from Tarporley seems very good and linking the villages such as Utkinton also a good idea. I have many friends in outlying villages and, without a car, as an elderly person I would not be able to meet them. I fully support as much coverage as you can afford, and hope that your plans move forward.
144	CW6 0UE	Tarporley	It would be useful if the last bus (84) from Chester to Tarporley was after 9:00pm every week night.
184	CW6 0HN	Tarporley	If you don’t live in one of the villages mentioned, but on the outskirts, would the Community Bus be able to pick up passengers between locations?
188	CW6 0TP	Tarporley	A very commendable initiative, but the overwhelmingly major priority is the provision of more parking places in Tarporley.
208	CW6 9UR	Tarporley	Living in Tarporley within walking distance of the village I would be most unlikely to use this service. However, I think that it is an excellent idea for outlying villages with no amenities, i.e. Eaton and Huxley to give the elderly and those without transport access to the village and amenities. It would benefit both them and the businesses which are based in the village plus access to doctors, dentists, post office, chemist, etcetera It would be even better if this service could be run on a not for profit basis Although personally, I would not use this service, I believe a cheap, not for profit, bus service would benefit people in outlying villages to get into Tarporley. This would also benefit businesses in the village.
211	CW6 0UN	Tarporley	Ref question 9 please make information available I know many people don't know of them

232	CW6 0UD	Tarporley	When the 84 bus from Tarporley to Chester ran every 30 minutes we often use the bus to go to Chester. Now the service is every hour we find it more convenient to drive. A 30-minute service would be appreciated. It would be appreciated if the 84 from Tarporley from and to Chester could stop at Crewe station the current bus stops are a long way to walk from and to the station especially when travelling with suitcases.
270	CW6 0DN	Tarporley	The number 84 bus service needs to be expanded as follows: <ul style="list-style-type: none"> <li>• Tarporley to Northwich</li> <li>• Tarporley to Wrexham</li> </ul> The Chester to Crewe service does not run late enough at night for example on Thursday and Friday nights the last bus from Chester is that 20:58 pm. This is not late enough for someone on a night out in Chester.
275	CW6 9UR	Tarporley	Suggested that Tarporley to Delamere Station is very important
276	CW6 9UR	Tarporley	Suggested that Tarporley to Delamere Station is very important
277	CW6 0UE	Tarporley	Whilst my wife and I would not use the Community Bus Service, we both think it is an excellent idea.
278	CW6 0UD	Tarporley	Could I suggest that the service also be extended to Cuddington station. This would be a way of getting across Cheshire between here and Manchester by public transport currently no such service exists.
284	CW6 9YH	Tarporley	Could you count this as two responses, my husband and I have discussed the questionnaire. We would particularly welcome a bus link to a railway station. I didn't know about the bus that goes to Northwich being due to the area. I will find out more information.
314	CW6 0UD	Tarporley	Suggested Bunbury as an additional destination.
316		Tarporley	The services we require are in Tarporley Places we would like to travel to are: <ul style="list-style-type: none"> <li>• Doctors</li> <li>• Dentists</li> <li>• West Cheshire hospital</li> <li>• Leighton hospital</li> <li>• local car boot</li> </ul>
327	CW6 9LT	Tarporley	It would be good if the 84 Chester / Crewe bus ran every half hour!
335	CW6 9YH	Tarporley	Trains from Delamere run quite infrequently and don't allow you to get to Manchester anytime to start work. Similarly return journeys might be after 7:00 PM could a service to Cuddington station be incorporated? This would save having to park cars at the stations and provide further options or even Frodsham station. There are many good restaurants on routes suggested but a 7:00 PM end to the service would not allow visiting after that time full stops it seems like the options are suited to the retired or stay at home parents. Paragraph Monday to Friday service doesn't allow for weekend trips to Delamere forest or other attractions for example Blakemere and Cotebrook Shire horse.
336	CW6 9DQ	Tarporley	Questions four and Seven. Links with the 84 bus service would be good for ongoing train travel. Rather than campaign for the reopening of Tarporley and Beeston railway station I feel our

			<p>efforts should be directed to cover Lee and Warrington being reopened, Waverton as a park and ride to Chester Calveley would be more accessible being on the A51 and also drawing in possibly more folks from the Winsford area.</p> <p>It would be good to have the late night journeys midweek on the 84 service restored.</p> <p>Good luck with the initiative to provide improved transport links.</p>
347	CW6 0HS	Tarporley	<p>Living in Tarporley we have good access to local shops; and as car owners we can easily travel to various supermarkets. However we would use buses to access leisure activities if there were regular services. For example, routes to:</p> <ul style="list-style-type: none"> <li>• Hartford Station in order to take the train to Manchester;</li> <li>• Delamere to walk in (or back from) Delamere Forest;</li> <li>• Any bus stops (reasonably) convenient to the Sandstone Trail - and other local leisure spots;</li> <li>• If the D&amp;G 82 (or another route) stopped at the Ellesmere Port Merseyrail station.</li> </ul> <p>However, I'm sure this would only be successful if the services ran into the evening. Otherwise you would just find yourself 'stranded'. (Perhaps availability of these sort of routes might make Tarporley a more attractive place for tourists to base themselves. Just a thought).</p>
364	CW6 0HT	Tarporley	<p>Ref Community Bus (Utkinton to Cheshire Oaks) – could be better advertised. Would be great to have a copy of current available bus routes in Tarporley.</p>
366	CW6 0BX	Tarporley	<p>We live close to the Arriva 84 Route which accommodates all our needs. Thank You.</p>
373	CW6 0BY	Tarporley	<p>Would like to be able to use Community Transport schemes</p>
377	CW6 0HX	Tarporley	<p>I do not think our responses (my wife and I) are useful as we use a car and virtually no public transport, apart from taxi if we are going to have a drink.</p>
400	CW6 0HP	Tarporley	<p>Q4. The timetable shows Tarporley, but I am not sure where it would pick up from. If it was the Abbey Arms, we would have to drive there by Car First.</p>
414	CW6 9UL	Tarporley	<p>Q2. Probably every 2<sup>nd</sup> week Q7. Would be nice to visit pubs in other villages Q7. Day walks out with the village</p>
418	CW6 0BX	Tarporley	<ol style="list-style-type: none"> <li>1. Extend Utkinton to Willington and Kelsall.</li> <li>2. Tarporley to Bunbury via a reopened railway station at Beeston would be good!</li> </ol>
419	CW6 9UN	Tarporley	<p>Q2. (Nothing selected) But other residents of our road would.</p>
469	CW6 0HR	Tarporley	<p>Thank you, such a great idea once crisis is over !!</p>
471	CW6 0AH	Tarporley	<p>Added Bunbury as destination.</p>
472	CW6 0AH	Tarporley	<p>Added: Suggest other stops should be Bunbury and Tattenhall.</p>
473		Tarporley	<p>It should be free to all over 65 (bus pass) and school children. CWaC stopped the use of bus passes and charged £5 on the existing Tarporley Shuttle. This puts <u>financial</u> pressure on the elderly who wanted to get to Tarporley Clinic. Also, the times</p>

			<p>were changed so that they could not go to the Adey/Dancy surgery for blood tests that were done only on a Thursday. CWaC did this with no considerations to pensioners, it was a despicable decision – just to save money.</p> <p>The new service suggested, I take it, would supercede the existing Tarporley Shuttle or Community Car which works very well with local drivers. The Tarporley Shuttle performs a local service for locals. The drivers help their passengers with shopping and ensure that they get where they need to go for such as blood tests etc.</p>
475		Tarporley	Suggested two price points £2 return for Utkinton and £5 return for Delamere
480	CW6 0BJ	Tarporley	A wonderful service for those unable to drive, thank you.
Online 003	CW6 0LN	Utkinton & Cotebrook	Onward travel to Chester
Online 012	CW6 0JZ	Utkinton & Cotebrook	Connecting to Delamere railway station, & Tarporley to catch buses to Crewe or Chester
Online 016	CW6 0LA	Utkinton & Cotebrook	Catching a train
334	CW6 0LA	Utkinton & Cotebrook	<p>Question 7. As we age and use the car less, this service will be extremely helpful for access to Tarporley. Will it be available from the top of the Hill in Utkinton, as carrying shopping back up the Hill would become a problem as we get older?</p> <p>Question 3 recover costs with charges that are realistic.</p> <p>Thank you for this initiative.</p>
383	CW6 9DZ	Utkinton & Cotebrook	A bus service to Winsford would also be most helpful. Thank you.
385	CW6 0LL	Utkinton & Cotebrook	Q2. Depends on frequency and where it went.
411	CW6 0LL	Utkinton & Cotebrook	<p>Q6. As often as possible</p> <p>Q8. Walking – need better pavements</p>
412	CW6 0LL	Utkinton & Cotebrook	<p>Q6. As many as possible</p> <p>Q8. Would walk if there were footpaths</p>
429	CW6 0LS	Utkinton & Cotebrook	<p>Q4. Added Kelsall</p> <p>We would be interested in using the bus service in order to go to the train station for days out and also to frequent local dining establishments in Tarporley, Cotebrook and Kelsall (if possible).</p> <p>We would also use it in order to be able to pick up a bus to Chester.</p>
430	CW6 0LS	Utkinton & Cotebrook	Q4. Added Kelsall
449	CW6 0JH	Utkinton & Cotebrook	We should look to future, Economic Struggles, electric cars etc. I think transport will become more necessary. None used now, 10 years forward we anticipate more need for public transport linked up to stations and shops.
450	CW6 0JH	Utkinton & Cotebrook	Whilst I would, possibly, not use the service, I feel it would be an excellent way of connecting the various communities around Tarporley. You have not mentioned the possibility of reopening Tarporley station. This is something I would strongly support.
003	CW6 9DY	Utkinton and Cotebrook	I am mid-30s and live in Cotebrook. I currently use my car as transport. I have answered the questions for when I no longer have a car, in case of injury or illness, for example or when I am older and no longer drive. With the location of Cotebrook,

			if I were to lose my car, I would probably consider moving / relocating, so a bus route would be a really good idea.
012		Utkinton and Cotebrook	We live in Cotebrook and it is possible to walk to Tarporley as there is a footpath, however, we cannot walk in the other direction as, from The Alvanley Arms to The Fox and Barrel, there is no footpath on either side of the busy A49 – making it impossible to walk even to the local garage or garden center!! Even from Tarporley we can only get to Chester/Nantwich/Crewe. Winsford and Northwich are so close, yet so far ☹
029		Utkinton and Cotebrook	With myself and my wife approaching our 80s, it is only a matter of time to give up driving, so we will be relying on a local bus service.
076		Utkinton and Cotebrook	Added Quarry Bank to Q9 ( <i>or this might be a mistake</i> ).
079	CW6 0LA	Utkinton and Cotebrook	I drive at the moment but see a time when I will no longer be able. Therefore, a Community Bus Service is an excellent idea!!
100	CW6 9DZ	Utkinton and Cotebrook	I am very disabled and have to rely on my car. Parking in Tarporley to access shops and hospital is now time restricted and 4 (four) hours, though good, is insufficient to allow a journey by bus and time at destination. This has come too late for me, but may be useful for my son.
118	CW6 0LS	Utkinton and Cotebrook	I currently work in the NHS and have a car. I may, on occasion, use the bus but it would be rare. However, elderly neighbours would use a bus on a weekly basis for shopping, socialising and GP visits.
175	CW6 0JN	Utkinton and Cotebrook	Q2: How often would you use it? I would most probably use a bus service that actually travelled along the B5152 (Cotebrook). No bus service exists for going into Tarporley or to Delamere station twice a week. It may have been useful to have added this option hyphen I'm adding it now Q3. Reasonable charge? I would definitely pay more than £2.00 for a single journey up to £6 to go to Tarporley and £10 for a return journey to Tarporley. A little less for travelling to the station (Delamere) Q6. What times should the service run? I am a 67-year-old widow who has a health problem something I am being treated for by a specialist. At present I am not driving, had an operation on my ankle, so due to these issues and the fact that the nearest bus stop is over a mile away on the A556, I believe a bus service along the B5152 for those of us who are isolated, would be very much appreciated. I believe Monday to Saturday at times in the morning afternoon and early evening, we are these those senior citizens who are constantly neglected by Cheshire West and Chester council, yet we pay a high council tax. This has always seemed unfair to me, if you can't catch a bus near your house well you don't have to be 'Miss Marple' to work this one out stop Q9. Community Car Scheme I am a member of this but have, this year, used the service twice. There are few volunteers. For me to go into Chester to see my specialists, I am required to give more than 48 hours' notice. I've given up on this service due to this issue. It seems few want to volunteer at present, there's all there's has always been a lack of volunteers in this area. I know this due to my

			<p>own volunteer work in various services in and around Chester. Perhaps it's a management issue with the community car scheme that causes this inefficiency. I spend a great deal of money, I am retired, on local taxi services, also few and far between comma and those based in Chester if I need to go to the Chester area. Thank you for this considered consider it opportunity to have a voice in a service that will benefit many in this area not just the retired community. Many have been isolated by a lack of, or inefficiency of, travel services - company run and community run. I have to budget for taxis: there are those in this area who can't afford regular taxi services and they are even more isolated than I have felt. I would prefer not to have to budget for taxi services, £20 for a return trip into Tarporley - and I think you will agree that this is a high price to pay for a journey from the edge of Cotebrook and back again, with a short wait in Tarporley. Bus services to rural locations are an absolute must.</p>
189	CW6 0LT	Utkinton and Cotebrook	<p>At present I shop once a week at either Cheshire Oaks or Nantwich (Sainsbury or M&amp;S). I have to do this preferably early morning – leaving before 8:00 am, in order to be back before 10:15 am, to assist with the care for my husband. Occasionally I could do this weekly shop between 1:00 pm and 5:00pm. The Community Bus Service cannot meet this need. Trips to Tarporley (Doctor / Chemist) also have to fit into the same time slots. At present no bus service would work for me.</p>
218	CW6 0LS	Utkinton and Cotebrook	<p>Respondent did not understand why the Saturday Sunday and evening slots were on question 6.</p>

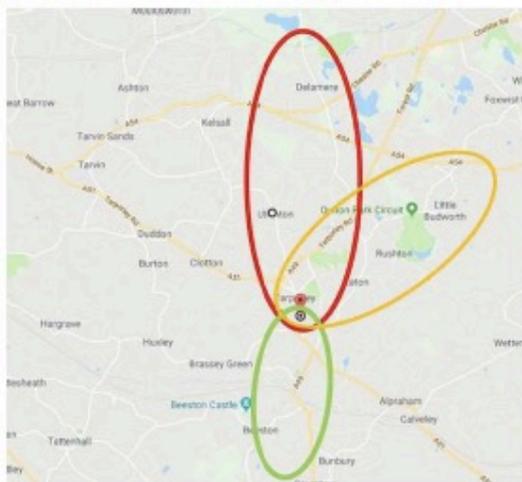
## The Postal Survey form:

# Tarporley Ward Community Bus Service Survey

Dear Householders

The Parish Councils that make up Tarporley Ward; Eaton & Rushton, Little Budworth, Tarporley and Utkinton & Cotebrook, have been looking at the current transport provisions across our Ward. The result has been to propose a range of services that would, initially, run between 07:00 and 19:00 Monday to Friday. It is hoped that these services will incorporate the best elements of the existing 'dial-a-ride' services and operate as fully timetabled routes that would provide connections to, from and with Tarporley, the Arriva 84, D&G 82 services and Northern Rail at Delamere station. It is also hoped to include Winsford, Tiverton and other pick up/drop off points.

If you would wish to add anything in terms of the services, their range or frequency of operation – please do so on the sheet of paper included.



The diagram to the left shows how each area might be served (this is for illustration only), much will depend on your responses to the survey and the exact routes and timetables will be determined by your needs.

These routes are likely to be chargeable services but only to the extent of recovering costs, where possible we would seek to honour existing concession and bus pass schemes. It should be noted that services such as these would, hopefully, bring footfall to the many retail and service providers across Tarporley Ward – much needed in today's competitive market. The intention is to connect the Parishes to the Tarporley Hub and vice versa to offer wider connections.

The survey is supported by CWaC Ward Councillor Eveleigh Moore-Dutton from the 'Members' Budget', and she fully recognises the need for social inclusion and connectivity to ensure that all sectors of our population are able to have access to all the services within and without our Ward.

The full survey will be featured as an 'online version' on [www.tarporleyward.com](http://www.tarporleyward.com) and your Parish Council web pages too.

It would be appreciated if you could provide some idea of your location, at the very least we would like to have a street and postcode to enable us to position survey respondents in terms of the Ward.

**Please note we are not asking for any personal information that could identify any respondents.**

Street:	
Post Code:	

We have included two copies of the survey to enable others in your household to participate. Once you have completed the survey(s), please place it and any other sheets inside the envelope provided and pop it into your nearest post box, or post office – it is free for all respondents.

**PLEASE RETURN BY MONDAY 30<sup>th</sup> MARCH 2020**

*(Should you wish to make additional comments, please use the included sheet of lined paper and return it with your survey forms – please identify the question that you are commenting on)*

## Tarpoley Ward Community Bus Service Survey

1. If such a service were introduced would you and/or your family use it? *(Please circle your response)*

Yes	No	Maybe
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2. How often might you use it? *(Please circle as appropriate)*

Daily	Weekly	Monthly	Never
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3. What do you think might be a reasonable charge? *(Please circle as appropriate, assume current travel concessions will apply)*

£1 a single journey	£2 a single journey	£5 a return journey
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4. From which of the following locations would you want to board the bus and go to?  
*(Please place a tick in **any** that you might use – a tick that shows, for example, from \*Eaton to Eaton will be assumed as a return journey to and from the Tarpoley Hub.)*

To > From V	Abbey Arms (for D&G 82)	Cotebrook	Delamere Station	Eaton	Little Budworth	Rushton	Tarpoley	Utkinton
Examples from Eaton	✓		✓	✓*				
Eaton								
Cotebrook								
Little Budworth								
Rushton								
Tarpoley								
Utkinton								
Other								

5. Would you require wheelchair or special access? *(Please circle as appropriate)*

Wheelchair: Yes / No	Special Access: Yes / No
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6. What times do you think the service should run (to and from)? *(Circle all that apply)*

7am – 9am	9am – 12pm	12pm – 3pm	3pm – 7pm
Evenings		Saturday	Sunday

7. What would you use the service for? *(Please circle as appropriate)*

Getting to school/work	Shopping	Leisure	Visiting health services
Anything else (please specify):			

8. If these services were not available how would you access other villages? *(Please circle the one that you might prefer to use)*

Private Car	Bicycle	Community Transport
Taxi		Walk

9. Which of the existing community-based transport schemes do you use? *(Please circle as appropriate)*

Community Car Scheme (ex-Tarpoley Shuttle)	School bus to Tarpoley
Community Bus (Utkinton to Cheshire Oaks)	Rural Rider (Wednesday to Northwich)
None	

Thank you for responding, we will publish the results in local media and on various websites.



Published on behalf of  
Little Budworth, Rushton & Eaton, Tarporley and Utkinton and Cotebrook Parish Councils  
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