



OXFORD BUS CONNECTIVITY REVIEW

Report of Study

September 2008

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OXFORD CIVIC SOCIETY
OXFORD BUS CONNECTIVITY REVIEW

Report of Study

1. Summary

This report describes the findings of a study undertaken by Oxford Civic Society in Spring 2008.

The introduction of bus competition combined with Park and Ride stimulated bus use in Oxford, but the system has become more complicated to understand. Complicating factors identified by the study included:

- The need to interchange and the complications associated with doing so
- Difficulties caused by lack of combined ticketing and incomplete information
- The role of the Park and Ride services

To these findings can be added the anecdotal evidence revealed by the Questionnaire survey carried out as part of the study, which includes:

- Bunching of different operators' buses, and gaps in service
- Route alterations at evenings and at weekends, including lack of dedicated Park and Ride services in the evenings (as described in Appendix E)
- Considerably reduced services to the JR Hospital in the evenings
- Confusion as to whether buses serving places outside the City will pick up passengers within the City at times

The Questionnaires revealed a perception that the bus operators are prepared to modify services seemingly regardless of the impact upon travellers. Alterations are publicised, but not prominently, and this leads people to believe that they have been made without advance notice.

A number of Questionnaire respondents complained about the actions of Stagecoach and Oxford Bus Company in withdrawing cross city services 2 and 7 from the London Road, and in so doing creating the connectivity gap between the north and the rest of the City (as well as creating a gap for those wishing to travel to /from the northern part of the centre).

In a university city which frequently witnesses large influxes of new and temporary residents and visitors, and for whom car use is not an option, the importance of comprehensive public transport services, information and ticketing cannot be overstated. The present arrangements deserve effort to make them more understandable and easier to use.

This brief study has revealed some of the shortcomings in Oxford's bus services. The Civic Society believes that a fuller more rigorous study should be undertaken to help the County and City Councils and the bus operators to engage together with the community to discuss the issues and potential solutions.

2. Introduction

Oxford's bus services have won prizes, and the City is frequently quoted for its success in growing bus patronage while elsewhere except in London it has been in decline.

The Oxford bus success story does mask a number of problems with buses and the County Council has in recent times bemoaned the fact that growth in bus patronage has 'stalled', in the County as a whole if not in the City. There are obstacles to travel which if removed would help more people to consider journeys by bus.

While a number of criticisms can be levelled at present arrangements, this study by Oxford Civic Society has been restricted to aspects of 'connectivity' - how easy it is to reach key destinations within the City by bus and whether it is necessary to change from one bus to another to do this, and to the information and ticketing that users need to encourage them to use the buses for such journeys.

We are being urged by government to modify our travel habits for a variety of reasons and the bus has potential to help us make the changes called for; but even without that, there are good reasons to remove the obstacles that prevent people from being able to use Oxford buses more.

This was not a full-blown technical study. Its intention was to determine whether there were identifiable issues with bus service connectivity which could be addressed. The Society believes its intention has been achieved, and asks those responsible for bus services to carry out a fuller study of the issues raised.

The report identifies a number of problems – there may be more - but does not seek to offer solutions. Those are for the County Council and the operators to address. The Society hopes that they will do so.

3. How the study was carried out

3.1 Journeys examined

The study comprised two parts – a technical assessment of journeys between a set of Origin and Destination points, and a Questionnaire survey issued to members of the Civic Society.

3.2 The technical assessment

The technical assessment has focused on journeys made on a weekday afternoon ‘peak period’, as it was considered that journeys between workplaces and home would reveal most connectivity gaps. It also helped limit the extent of the work undertaken, so as to be manageable with the Society’s resources. All origins and destinations were within Oxford or its immediate surroundings. Thirteen prominent origin points were selected as typical work locations and eleven destinations were selected as typical home locations. While the chosen locations may not address all travel needs they are considered to be sufficiently ‘typical’ to address the major needs.

Appendix A shows the selected Origin and Destination points.

The Transport Direct web site (transportdirect.org.uk) was used to study each journey between origin and destination. The start date and time for each journey was the same - a weekday at 17.00 hours. (Pilot work had shown that journeys made at 15.00 and 21.00 hours did not exhibit markedly different characteristics.) The web site offers up to 5 journey options for each enquiry. In all cases the earliest option using the least number of buses was selected.

3.3 The Questionnaire

A Questionnaire (see Appendix B) was issued to Civic Society members, and 474 journeys were described by approximately 240 members.

The Questionnaire responses have confirmed the findings of the technical assessment and also revealed a range of additional issues. As already stated, this was a small survey which produced anecdotal evidence. There is no suggestion that it is statistically robust – rather it does reveal a range of common issues that deserve further study and confirmation.

4. Summary of Findings

The key findings were:

- The ‘Cornmarket gap’, which arises due to no bus services other than Park and Ride (P&R) service 300 (daytimes) connecting the north and south of the centre, is seen as a major obstacle to bus travel. Summertown, Wolvercote and other places north of the City Centre are particularly affected by this.
- Services to/from the rail station are considered by some to be too unreliable to be of use in catching trains.
- Most journeys between origins and destinations outside the City Centre require more than one bus; ticketing limitations and other interchange penalties are deterrents to making those journeys by bus.
- Services to the hospitals are unsatisfactory; the Churchill is difficult to reach by bus and evening/weekend services to the JR are poor. Both the University Science Area and Sandford Business Park are also poorly served by bus.
- There is confusion about the contribution that Park and Ride services make to local travel. On the one hand they are necessary for north-south cross-centre trips, yet they are not publicised as local buses and do not operate in the evenings or at weekends in most cases. People who have arrived in the City via a Park and Ride service have to make their way back in the evenings to the P&R car parks by local buses, or in one instance a long distance coach.
- Travellers need both a good geographic knowledge of the City, and of the routes and stopping points of buses. The number of routeing alternatives on some services was a cause for comment by some Questionnaire respondents. Others remarked that where a multi-bus journey could be made in several ways, this involved different interchange patterns in the City Centre, dependent upon which bus route was taken first.
- Although the County Council publishes a reasonably comprehensive map of routes and services, the individual major companies publish maps of their own services. Many people find all this difficult to follow. Better information on routes could be displayed at bus stops.
- Ticketing arrangements are inconvenient, especially given that every bus trip has to be paid for individually if a day or season pass is not purchased. The inability to use a ticket for all services means that if a return ticket is purchased, a traveller is denied the use of another operator’s buses for the return journey. This diminishes the effective frequency of services where more than one operator supplies a service.
- Bus operators are perceived to make service changes without notice, seemingly because they do not give prominent notice of intended changes.

5. Discussion of findings

5.1 Interchange issues

5.1.1 For journeys to/from the City Centre, most people need only use one bus

Journeys between the City Centre (including rail and bus stations) and suburban locations can in most instances be achieved using only one bus service. See Appendix C.

However, this statement masks the fact that services to/from **the rail station** are considered by some people to be too unreliable or slow to use, as well as being difficult to use when carrying luggage.

Furthermore, the length of the necessary walk between the bus and some City Centre locations is by itself too great for some people to manage, with Cornmarket perceived as too crowded and/or hostile at certain times and on certain days (see 5.1.3.). There is no direct connection between North Oxford and the station. Users must either walk to/from the city centre or catch a second bus.

5.1.2 Most journeys between places outside the centre require more than one bus

Few bus services are now operated across the City via the centre, or link the suburbs without going via the centre. Hence few journeys between suburbs can be made without having to change. See Appendix D.

The need to change buses introduces extra delay in addition to extra expense for all those who have to pay. Apart from the inconvenience of making the change, it also requires more tickets (unless a day or season ticket is purchased – see 5.2.2). Several respondents to the Questionnaire survey remarked about the difficulties or impossibility of taking wheelchairs or buggies on some buses; doubly difficult if there is a need to change.

5.1.3 Long walks between bus stops in the City Centre

For journeys between north Oxford and many parts of the City, a walk of several hundred metres or more through Cornmarket is an additional burden. As remarked, for much of the day Cornmarket is overcrowded, and at night it can be threatening. Whether travelling from the south to locations such as the Theatre or Debenhams, or from the north to locations like the Westgate Centre or Town Hall, or changing buses for onward travel to other parts of the City, Cornmarket presents an obstacle. It can be avoided by taking Park and Ride route 300 in the central area when it operates (not evenings), but this means another change of bus and the traveller needs to be aware that the service is available for local journeys.

5.1.4 Interchange difficulties for those using the Banbury and Woodstock Roads

The outcome of the Cornmarket ‘gap’ is that in addition to needing two buses to reach many destinations, people with one end of their journeys along the Banbury and

Woodstock Roads, including Cutteslowe, Kidlington and Wolvercote are faced with lengthy walks to change buses.

Although there is a limited Park and Ride service through Summertown to the JR, for journeys to/from the hospitals as well as to/from other less prominent locations the City Centre interchange penalty is a major factor in deterring people north of the centre from using buses. Given that Government guidance is that in residential areas bus stops should be located ideally so that nobody is required to walk more than 400 metres from their home, the need for an additional walk through Cornmarket is a considerable burden.

5.1.5 Difficulties in travelling to/from the Churchill Hospital

Many people find it difficult to get to and from the Churchill Hospital by bus. Many Churchill journeys (to Kennington, Rose Hill, Summertown and Wolvercote in the analysed journeys) include more than one bus. As mentioned in 5.1.2 this involves extra delay and greater expense for some.

5.1.6 Different travel options for the same journey

For some journeys involving more than one bus, to take full advantage of available services a user needs to understand all the options for interchange, depending upon which bus arrives first at their origin bus stop. This can also present the user with a quandary about which bus stop to go towards when beginning a journey.

5.1.7 Park and Ride services – their role and publicity

Understandably, when the Park and Ride services were introduced, the emphasis was on getting travellers quickly between the car parks on the City's edge and the City Centre. But as a result there is no clarity about the usefulness to the local traveller of the various Park and Ride services.

Park and Ride services are not integrated into the local bus system, despite some local journeys depending on them, and despite those travellers who return at evening time to some P&R car parks having to use local buses (or in the case of Thornhill P&R, use the long distance coaches). Details can be found in Appendix E.

Park and Ride services do not call at every bus stop and those serving the City Centre are not promoted for local travel despite being available. The uninformed traveller cannot make good use of the available P&R buses even in the City Centre where as discussed in 5.1.3, they enable the walk along Cornmarket to be avoided during the daytime.

Notably, Park and Ride bus service information is provided separately from general information. Oxford Bus Company's Oxford service map does not show the Park and Ride routes, despite their being available for travellers not using the Park and Ride car parks.

5.2 Other Aspects of Connectivity

5.2.1 Bus Service Information and Marketing

A comparison of the data obtained by the technical analysis with the information obtained from the Questionnaires indicated some issues associated with information.

The technical assessment of journeys indicated a much greater degree of bus connectivity across the City than that understood by several respondents to the Questionnaire. (As an example, connectivity of buses between Headington and the railway station is good, although many people's impressions are that it is difficult). The reason for this disparity is that journeys from A to B can involve different permutations of buses, and operators, with interchange at different stops. Some buses stop at some stops some of the time and this adds to the complications of journey planning.

Bus journeys can in practice be more difficult than they appear on paper, and the maps published by the bus operators (and not all publish maps) are not always helpful. (See comments in 5.1.7. above on Park and Ride)

Travellers need extensive information to be able to make effective use of the Oxford bus network. Despite this, there are different paper maps published (by the County, Oxford Bus Company and Stagecoach), and other operators like RH Transport and Thames Travel appear not to issue maps. No maps show, for example, where Park and Ride buses stop. The buses that originate outside Oxford (e.g. the 280 from Aylesbury, operated by Arriva) are useful supplements to local services but as one Questionnaire respondent remarked, one can never be sure whether drivers on such routes will pick up passengers inside the City.

As mentioned, better information at bus stops could better assist with journey planning. For example, the maps shown at certain City Centre bus shelters are good at indicating where to catch a given bus but poor at indicating the route of the bus.

Three of the bus routes that cross the City Centre carry liveries that make them appear to be targeted at particular markets (the Park and Ride services, and Oxford Brookes 'Brookes Bus'), with the potential to create confusion among would be travellers.

5.2.2 Ticketing

To take advantage of the price discount available for the purchase of one operator's return ticket (instead of two single tickets bought separately), means the traveller being denied use of other operators' buses for the return journey. As described, lack of cross city bus services means many places can only be reached using two buses, potentially provided by different operators. Unless a 'Plus Pass' all day ticket is purchased (price £6, giving access to most but not all City services) this means a traveller having to purchase individual tickets for each route used. See Appendix F for details of weekly bus pass charges.

6. Where next?

Soon the redevelopment of Oxford's West End will bring to a head many of the issues about Oxford's bus services that have been touched upon in this report. With the planned growth in households in the City, there will be many more people of all ages for whom the bus could fulfil many travel needs. This will be accompanied by further incentives to change our travel habits so as to behave more sustainably.

This brief study has revealed some of the shortcomings in Oxford's bus services which need to be remedied. The Civic Society believes that the outcomes of the technical analysis and the anecdotal support offered by the Questionnaires justify a fuller more rigorous study to help the County and City Councils and the bus operators to engage together with the community to discuss the issues and potential solutions.

Appendix A. Origin and Destination Points between which Journeys were Analysed

Origins - Non-residential areas

Rail Station	OX1 1HS
Bus Station Gloucester Green	OX1 2BU
Westgate Centre	OX1 1NZ
Debenhams	OX1 3AA
John Radcliffe Hospital	OX3 9DU
Churchill Hospital	OX3 7LJ
Headington Shops	OX3 9AS
Summertown Shops	OX2 7DE
Cowley Centre Shops	OX4 3XH
Botley Road retail units	OX2 0PR (Carpet Right)
University Science Area	OX1 3QP (Science Library)
University Science Park Sandford	OX4 4GA
Oxford Business Park	OX4 2DQ (Harley Davidson)

Destinations - Residential areas

Group	Area represented	Selected address and postcode
A	Cuttesslowe, Sunnymead, Summertown, Park Town, Norham Manor	Ewart Place OX2 7DB,
B	Upper Wolvercote, Lower Wolvercote, Walton Manor, Jericho	Rosamund Road OX2 8NU
C	Old Headington, Marston, New Marston	Elsfield Road OX3 0PR
D	Sandhills, Risinghurst, Barton, Headington Quarry, Headington, Headington Hill, Gypsy Lane Area, St Clements	Underhill Circus OX3 9LX
E	New Headington, Wood Farm	Atkyns Road OX3 8RA
F	Greater Leys, Blackbird Leys, Church Cowley, Cowley, Cowley Marsh, Temple Cowley	Windale Avenue OX4 6JD
G	Littlemore, Rose Hill, Iffley, Florence Park, East Oxford	Desborough Crescent OX4 4UB
H	Kennington	The Avenue OX1 5SA
I	Cold Harbour, Grandpont, New Hinksey	Wytham Street OX1 4TS
J	Cumnor Hill, Dean Court, Botley, New Botley, Osney	The Square OX2 9LH
K	North Hinksey, South Hinksey	South Hinksey OX1 5AS

Appendix B – Questionnaire issued to Civic Society Members



Using the Bus in Oxford

Please tell us about a journey in Oxford that you make **frequently**.

1. Your street name: _____ Postcode: _____

2. Your destination in Oxford: please tick box

City Centre:	
Westgate centre	<input type="checkbox"/>
Debenhams	<input type="checkbox"/>
High Street/ St. Aldate's	<input type="checkbox"/>

Hospitals:	
John Radcliffe	<input type="checkbox"/>
Nuffield Orthopaedic	<input type="checkbox"/>
Churchill	<input type="checkbox"/>

Other shopping areas:	
Headington shops	<input type="checkbox"/>
Summertown shops	<input type="checkbox"/>
Cowley Centre/ John Allen Centre	<input type="checkbox"/>

Other public transport:	
Gloucester Green bus station	<input type="checkbox"/>
Railway station	<input type="checkbox"/>
St Clements for Airport/London coach	<input type="checkbox"/>

Other destination: (please describe)

3. How do you get there? (please underline)

Car Bus Walk Bike Taxi Other

4. If you do not make this journey by bus but would like to, what would help?

5. If you do go by bus, please describe how you get there, including route numbers if you know them.

6. Are there any problems with making this journey by bus?

Appendix C – Minimum numbers of buses needed to complete a journey - Weekday Journeys starting at 5pm

NOTE: JOURNEYS REQUIRING A WALK OF MORE THAN 10 MINUTES BETWEEN BUSES ARE SHOWN IN BOLD/ITALICS

DESTINATION	Barton	B. Leys	Botley	Cold Harbour	Kennington	Marston	Rose Hill	South Hinksey	Summertown	Wolvercote	Wood Farm
ORIGIN											
Debenhams	1	1	1	1	1	1	1	1	1	1	1
Westgate Centre	1	1	1	1	1	1	1	1	1	1	1
Univ Science Lib'y	1	1	1	1	1	1	1	1	1	1	1
Bus Station	1	1	1	1	1	1	1	1	1	1	2
Rail Station	1	1	1	1	1	1	1	1	1	1	2
Churchill Hosp	1	2	1	2	2	2	2	1	2	2	1
JR Hospital	2	2	2	1	2	1	2	2	1	2	1
Headington Shops	1	2	2	2	2	2	2	2	2	2	1
Botley Road retail	2	2	1	2	2	2	1	1	2	2	2
Cowley Centre	2	1	2	2	2	2	1	2	2	2	1
Summertown Shops	2	2	2	2	2	1	2	3	1	1	2
Oxf'd Business Park	2	1	2	2	2	2	2	2	2	2	1
Sandford Sc Park	2	1	2	2	2	2	1	2	2	2	2

Appendix D. Bus routes that connect suburbs across the City

Route	Number	Operator	Route details
Redbridge to Peartree via City Centre (see App. E)	300 (Park & Ride)	Oxford Bus Company	via Abingdon Road/ Banbury Road. Limited stops. City to Redbridge does not operate evenings.
Seacourt to Thornhill via City Centre (see App. E)	400 (Park & Ride)	Oxford Bus Company	via Botley Road/ St Clement's/ London Road. Limited stops. Does not operate evenings
Water Eaton – JR Hospital (see App. E)	700 (Park & Ride)	RH Transport	Weekdays peak periods, runs express. Weekdays middle of day, runs with limited stops incl. Summertown and Ferry Pool Road. Not eves or weekends.
Harcourt Hill to Wheatley	U1 (Brookes Bus)	Stagecoach	via Botley Road/ St Clement's/ London Road
Dean Court (Cumnor) to Rose Hill	4	Oxford Bus Company	via Botley Road/ Iffley Road
Minchery Farm to City Centre	16	Stagecoach	via Cowley Centre, Florence Park, Abingdon Road

Appendix E – Bus Services to/from the Park and Ride sites

Excluding local services that are alternatives when P&R services do not operate

Route	Number	Operator	Service details
Redbridge to City Centre	300	Oxford Bus Company	Direct service Mon-Sat 0600 to 2000 approx. Sun 0845 – 1900 approx. Evening return trips must use local bus X3 or X13
Pear Tree to City Centre	300	Oxford Bus Company	Limited stops. Mon-Sat 0600 to 2330 approx. Sun 0830 – 1900 approx
Seacourt to City Centre	400	Oxford Bus Company	Limited stops. Mon-Sat 0600 to 2000 approx. Sun 0800 – 1900 approx. Evening return trips must use local buses 4, 4A, 4B, 4C
Thornhill to City Centre	400	Oxford Bus Company	Limited stops. Mon-Sat 0600 to 2000 approx. Sun 0800 – 1900 approx. Evening return trips must use coach X90
Water Eaton to City Centre	500	Oxford Bus Company	Limited stops. Mon-Sat 0700 to 1930 approx. No Sunday service. Evening return trips must use local bus 2A
Thornhill to Churchill and Nuffield Orthopaedic Hospitals	600	RH Transport	Limited stops. Mon-Fri 0700 to 1900 approx. No Saturday or Sunday service.
Water Eaton to John Radcliffe Hospital	700	RH Transport	Weekdays middle of day. Limited stops. Express only at peaks
Thornhill to John Radcliffe Hospital	800	RH Transport	Direct service. Mon-Fri 0700 to 1830 approx. No Saturday or Sunday service.
Redbridge to Rail Station	X3	Oxford Bus Company	Local service calling all stops
Redbridge to John	X13	Oxford Bus	Local service calling all stops

Radcliffe Hospital via City Centre		Company	
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Appendix F. Bus ticket alternatives for weekly travel

Ticket	Availability	One Week Price
Stagecoach Megarider	Oxford 'Megarider zone'	£13 buy on bus
Oxford Bus Company	Oxford City	£15 buy online, at Brookes or Debenhams
Plus Pass	Stagecoach, Oxford Bus Co, Thames Travel, Brookes Bus in Oxford, Cumnor and Kidlington	£19

One day Plus Pass £6

Appendix G – Walk Time (minutes) to first bus - Weekday Journeys starting at 5pm

DESTINATION	Barton	B. Leys	Botley	Cold Harbour	Kennington	Marston	Rose Hill	South Hinksey	Summertown	Wolvercote	Wood Farm
ORIGIN											
Debenhams	7	7	4	8	8	4	7	8	4	4	8
Westgate Centre	3	3	2	5	5	5	3	3	10	9	5
Univ Science Lib'y	14	14	19	18	18	6	14	20	6	12	14
Bus Station	7	7	6	10	10	5	7	6	4	5	7
Rail Station	1	1	3	1	16	1	3	3	12	15	3
Churchill Hosp	17	9	17	17	9	9	17	-	17	17	9
JR Hospital	2	2	2	2	2	2	2	2	2	2	2
Headington Shops	3	3	3	3	3	3	3	3	3	3	2
Botley Road retail	3	3	3	3	3	3	3	3	3	3	3
Cowley Centre	6	6	6	6	6	6	14	6	6	6	11
Summertown Shops	2	2	2	2	2	8	2	2	-	9	2
Oxf'd Business Park	8	8	8	8	8	8	8	8	8	8	8
Sandford Sc Park	1	20	1	1	1	1	1	1	1	1	1

- **Appendix H. Some OCS members' comments (from Bus Questionnaire Survey)**

(Number of Questionnaire given first)

370 (to Summertown from Shirelake Close OX1 1...)
300 Park and Ride. No problems, apart from Saturdays when the bus is diverted via Iffley Road.

96 (to Summertown from Trinity Street OX1 1...)
There are no buses near me although I am close to Westgate. Return buses sometimes stop in Speedwell Street.

301 (to centre from Whitehouse Road OX1 4...)
I do now find the walk from the Ashmolean & the Playhouse to the Christchurch bus stop limits my social activities and the greater need to take taxis.

116 (to Summertown from School Place OX1 4..)
Unpleasant changing in centre, particularly at night, weekends.

9 (to Westgate and hospitals from Banbury Rd OX2 6..)
I use buses 2 and 7 to get to City Centre, but these stop at Martyrs Memorial and force me (who am severely disabled) to walk to the Westgate shopping centre and back heavily loaded. I also have to walk from there to catch the 15 to get to the Churchill and Nuffield Orthopaedic Hospitals, none of these buses drive up to the hospital entrances which makes it extremely hard for the old (I am 82) and disabled to get in without pain and exhaustion. ... The direct bus 14 goes right up to the JR but is far too infrequent for this recently enlarged hospital with high patient numbers.

272 (from Kingston Rd OX2 6..)
The new 'Oxford Key' used by the Oxford Bus Company only works for the Oxford Bus Company.... They have moved their kiosk from Gloucester Green to Debenhams. Both companies have kiosks open from 9am to 5pm. Being an office worker this provides no opportunity to pay for a bus pass by credit card during weekdays. They also close for lunch at 12.30-1.30 so rushing into town at lunchtime isn't an option. And on Saturdays are only open to 12.30pm. ... Paying on-line you don't get a receipt emailed. Only a message on screen saying a ticket will be sent out in due course. Which doesn't instil any confidence.

444 (to get to the Churchill from Banbury Rd OX2 7 ..)
I drive to Thornhill Park and Ride and catch the 600 service to the Churchill. (the alternative is) Walk from Debenhams to Queens Lane then either bus to Headington and change to catch 600, or bus up Old Road and walk down Churchill Drive - too much at 81!

327 (to JR from Osberton Road OX2 7..)
Special RH 700 from Water Eaton P&R Banbury Rd and Marston Ferry Road, both West Wing and Main entrance, excellent service.

327 (from Osberton Rd OX2 7..)

Perhaps a small electric bus serving inner streets for the extensive residential population.

12 (to Crematorium from Banbury Road OX2 7..)

I used to take the (now withdrawn) no.7 to the foot of the hill and then walked. Very tedious and steep climb. Now aged 97 I have to take a taxi at great expense.

18 (to railway station from Hamilton Road OX2 7..)

To City Centre (7's and 2's) and then out by 4's or Seacourt Park and Ride. There are no through tickets so one has to pay twice.

462 (to Debenhams from Hamilton Road OX2 7..)

£3.20 return more expensive than parking.

184 (to High ST from Lucerne Road OX2 7..)

Don't like lottery system at Debenhams as you never know which bus will leave first.

393 (to Iffley Road to visit family from Salisbury Crescent OX2 7..)

2/7 from Squitchey Lane to Magdalen Street, walk, 3/4 from Queen St or Queens Lane. Longish walk (too far for elderly) as well as delay changing buses.

206 (to Churchill from Banbury Road OX2 8..)

As a nurse working at the Churchill would like to take bus but it takes an hour. ... It takes too long when one is on duty at 7.30am.

352 (to Summertown from Laburnum Road OX2 9..)

(would like) Fast regular travel with seamless interchange at Carfax. At present I have to walk 200-300m to wait for a second bus outside Debenhams, and then buy a second expensive ticket Oxford needs (a) a N-S and E-W tramways with easy interchange in centre and (b) a 1-hour ticket usable within Oxford.

216 (to Debenhams from Hurst Rise Road OX2 9..)

Any no 4 bus. Tends to be a poor service n Sundays and at night after 10.30.

170 (to St Clements from Ambleside Drive OX3 0..)

X13 from JR Hospital to St Clements. No bus via Headley Way evenings or Sundays.

446 (to railway station from Southcroft OX3 0..)

Either Summertown to Oxford centre + walk, or local 14a direct - but service only 1 x hour.

414 (to Summertown from Salford Road OX3 0..)

Stagecoach 14 or 14a JR to rail station via Cherwell Drive and Old Marston Village. Route useful but service very unreliable. Invariably runs late even at off-peak times.

203 (to Debenhams, Summertown from Windmill Road OX3 7..)

Numbers 7a, 14. Not frequent enough. Not enough space for prams.

399 (to Summertown , Gloucester Green from The Slade OX3 7..)

The closure of Cornmarket to buses and dropping of cross town routes including the circle because of traffic makes this sort of journey very difficult with luggage and for people unable to walk far. In some ways it would be more practical to close Queen Street and re-open Cornmarket to buses, or at least provide some sort of shuttle, But Oxford is really stuck with no north/south streets capable of taking traffic between Cornmarket and the Cherwell (sic). Also closing streets to buses and losing half of Gloucester Green means there isn't enough space for buses to congregate.

218 (to High St from Girdlestone Close OX3 7..)

Wood Farm bus no 15 stops in Girdlestone Road very close to Girdlestone Close. It's very straightforward and simple!

234 (from Beech Road OX3 7..)

Open Cornmarket to buses so that one/two buses from East Oxford and/or? so that a long walk for the elderly/disabled would be avoided.

4 (to Westgate, High St from Cummings Close OX3 8..)

No 15 - an excellent route.

143 (to railway station from Margaret Road OX3 8..)

Best routes 400 or 280. Possibly with walk (not good with luggage) or 8 or 9. 400 stops 'earlyish'. 280 doesn't always like picking up passengers in Headington.

86 (to Blackbird Leys from York Avenue OX3 8..)

I have a yearly Oxford Bus Company Key card to use their buses only. I get a no 15 bus down Morrell Avenue to Dawson St and then walk through to the Cowley Road to catch a no 5 bus. It's inconvenient catching 2 buses as I often have a lot of heavy things to carry . (would like) a direct bus from Headington to Blackbird Leys.

332 (to High St from Old Road, OX3 8..)

No 15 from Mason's Road, Wood Farm...but it's quicker by bike.

155 (to High St from North Way OX3 9..)

No 8 bus (Oxford City Bus) not accessible for wheelchairs. Other buses have space already taken.

49 (to lecture at the Said Business School from Ash Grove OX3 9..)

No 8 to The Queens College and then a 4 (or 15) in the evening. I could travel by the Park and Ride but ...the Park and Ride to Thornhill stops after 7.30pm - coming home is tiresome.

249 see letter

119 (to The Swan in Garsington Road from Cowley Road OX4 1..)

..not many buses to Oxford Business Park.

47 (to Summertown /Rewley House from Marston St OX4 1..)

(would like) A bus straight through with no change. like there used to be. Long walk to bus stop at Magdalen College School. Two bus stops very close together i.e. Greyfriars and then in front of Bannister Close, then a long stretch to the school stop.

243 (to Cowley Centre from Iffley Road OX4 1..)
Bus up Iffley Road to Church Cowley Road then walk through to Templars Square.
Need more Iffley Rd-Templars Square buses esp. with heavy shopping parcels. There are only 1 or 2 buses a day on this route (still?). I don't have a car.

329 (to centre from Warwick Street OX4 1..)
Stagecoach 3 or Oxford 4/4a/4b/4c. Together these provide an excellent service.
Problems are - (1) Irritation that if you buy a return ticket on a 4 you can't return on a 3 if a 3 comes first. (2) Lack of real-time display at Queen Street and High Street stops.

331 (to Wytham from Warwick St OX4 1..)
There's only 1 bus a day. Alternative is a (?) 2 km walk from Wolvercote or the nightmare walk from Botley Road/A420 traffic lights ...to Wytham Woods South Lodge. It would be great if a few route 6 buses continue to Wytham.

200 (to Westgate from Warwick St OX4 1..)
This is difficult especially with suitcases! Unable to take a pushchair on Oxford Bus Company vehicles. Also tickets are not interchangeable between 3 and 4.

304 (to University Science area from Hollow Way OX4 2..)
(uses bike because) Too much walking from/to bus stop. No bus stops in science area.

415 (to Iffley Rd/Greyfriars church from Turner Close OX4 2..)
...recommend that no.10 bus (or some) should go via Templars Square and along Iffley Road to town. No 16 buses far too infrequent.

82 (to St Hilda's College from Bhandari Close OX4 3..)
I prefer to walk to get some exercise. (1) The rush hour buses along the Cowley Road are uncomfortably crowded at peak times. Very unlikely to get a seat. Sometimes difficult to get to the exit when you reach your stop. (2) Having two companies operating the same route is a disincentive. There is no 'cross ticketing'. I would strongly suggest a multi-ride or 'oyster-type' card that could be used on buses from either company. There is nothing more irritating than having to watch a bus go past because you have a ticket for the other company.

266 (to Westgate from Adderbury Avenue OX4 4..)
Using no 3 or 4 buses. Always more pleasant to have a friendly and helpful driver.

194 (to Lake Street, Abingdon Road from Iffley Turn OX4 4..)
(would like) a bus going over Donnington Bridge towards Abingdon Road. I can catch the bus home from the Abingdon Road but not quickly or easily to Abingdon Road in the mornings (going to work). There used to be a bus going every 20 mins both ways over Donnington Bridge. Now it runs every 30 mins or once an hour - but not towards Abingdon Road, when it goes down Iffley Road in the a.m. it takes for ever.

(in letter) On the whole buses work well for me.

87 (to Nuffield Orthopaedic Hospital from Broadfields OX4 6...)

(uses the 5, walks, then 15 - holds an Oxford Bus Company Key) It would be helpful to have a direct bus from the Blackbird Leys area straight through to Headington somewhere.