

## Bus Service Consultation Results: 121 214 215 Services

Report Date: 30/11/18

Showing results for: All Respondents

Consultation period: 15/11/18 to 29/11/18



As part of the ongoing work of the Liverpool City Region Bus Alliance, bus users are consulted when Merseytravel and bus operators consider potentially significant alterations to individual services (commercial or supported).

This report summarises the results from a consultation with bus passengers using the following services supported by Merseytravel, to help understand current use of the services:

- > **121** (Aintree station - Broadway)
- > **214** and **215** (Walton Hall Park - Fazarkerley - Croxteth - Broadway )

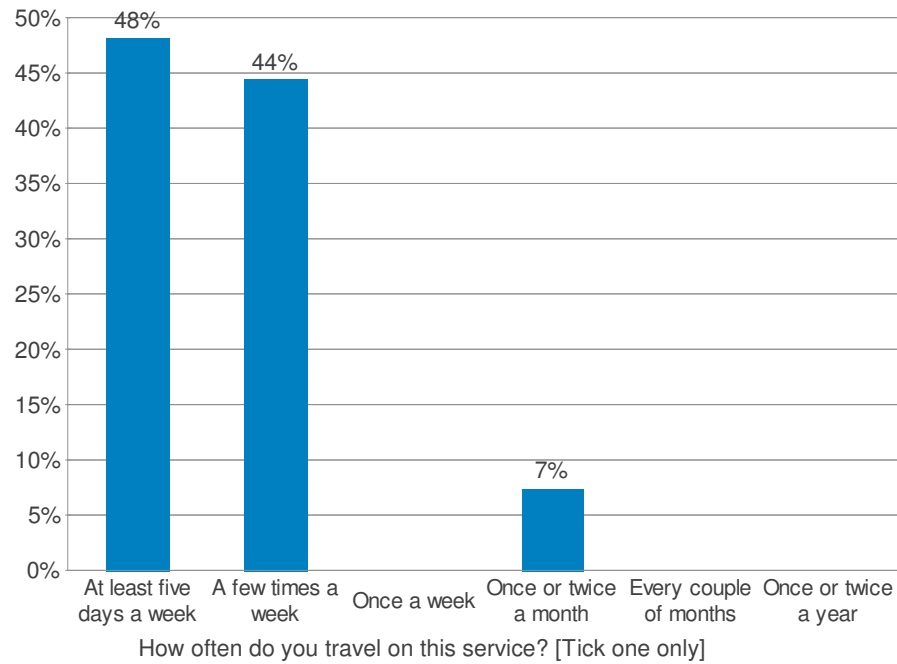
The consultation was open for a two week period between the 15/11/2018 and the 29/11/18, where passengers could feedback comments via an online survey hosted on the Merseytravel website.

In total, 28 individuals completed the survey. For any sample sizes less than 50, it is advised to view the validity of results with caution due to a higher margin of sampling error.

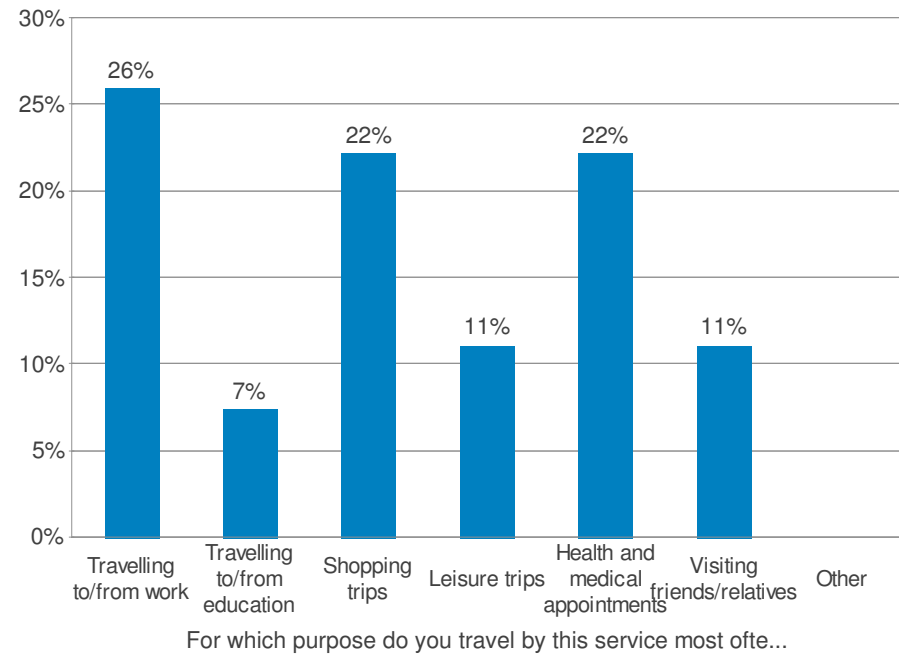
The remainder of this report presents the aggregated responses and verbatim comments supplied for the services, which includes:

- > Frequency of use
- > Main journey purpose
- > Time of day the service is used
- > Usual journey start and destination points
- > Reasons for using the service
- > Car availability
- > User comments on the service

Frequency of service use (Base: 27)

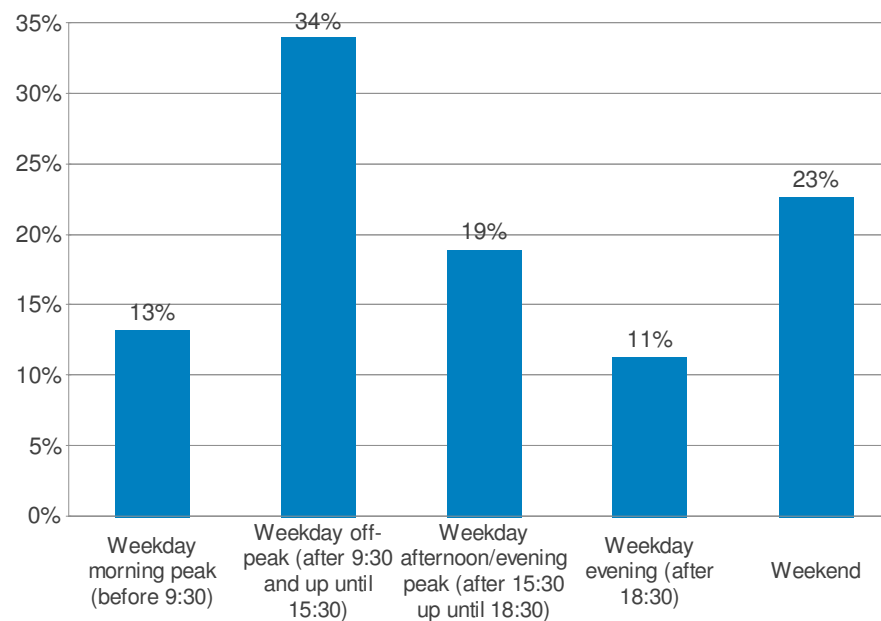


Main journey purpose (Base: 27)



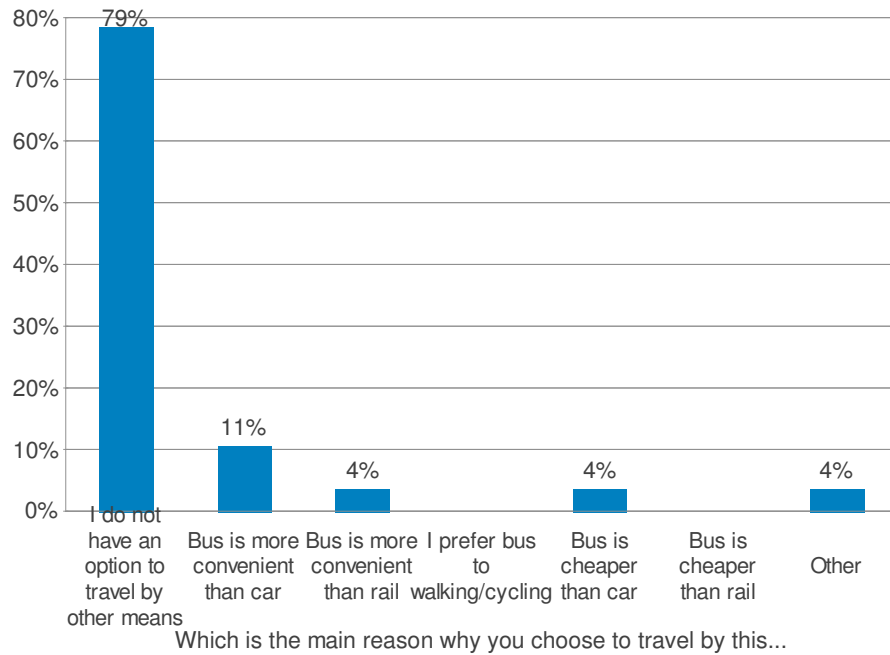
Counts Break % Respondents	Total	How often do you travel on this service? [Tick one only]					
		At least five days a week	A few times a week	Once a week	Once or twice a month	Every couple of months	Once or twice a year
Base	27	13	12	-	2	-	-
For which purpose do you travel by this service most ofte...							
Travelling to/from work	7 25.9%	4 30.8%	2 16.7%	-	1 50.0%	-	-
Travelling to/from education	2 7.4%	2 15.4%	-	-	-	-	-
Shopping trips	6 22.2%	3 23.1%	3 25.0%	-	-	-	-
Leisure trips	3 11.1%	1 7.7%	1 8.3%	-	1 50.0%	-	-
Health and medical appointments	6 22.2%	2 15.4%	4 33.3%	-	-	-	-
Visiting friends/relatives	3 11.1%	1 7.7%	2 16.7%	-	-	-	-
Other	-	-	-	-	-	-	-

Time of day use service (Base: 53) \*Multi response question



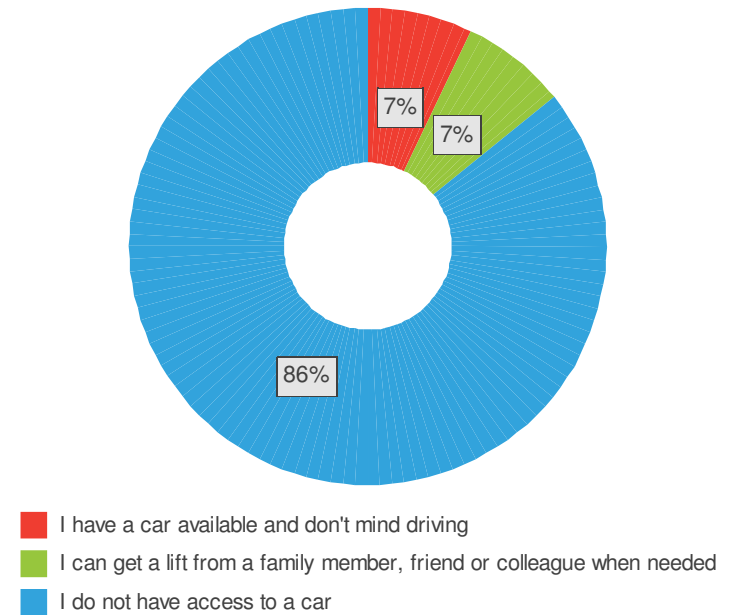
What time of day do you usually use this service? [Tick a...

Main reason why choose to travel on the service (Base: 28)



case Start	Destination
1 Muirhead avenue east	Au tree university hospital
2 Cavendish drive	Walton vale
3 Aintree Station	Willow Way
5 Orwell park station	Croxteth willow way
6 Broadway	Croxteth park
7 L11	L9
8 Walton Park	Broadway
9 Walton Park	Broadway
10 L12 0PZ	L11 8LR
11 Lavender way? Blackthorne	Stalisfield

Car availability (Base: 28)



case Start	Destination
12 Richard Kelly Drive	L10 4YN
13 L11 6ld	Aintree Hospital
14 Seeds Lane	Cavendish Drive
15 Lavender Way	Croxteth
16 Lewisham rd/muirhead ave east.	Fazakerley hospital.
17 Lavender way? Blackthorne and Cavendish Drive	Stalisfield rd or rice lane
18 blackthorne road l9 1jg	blackthorne road /walnut anenue
19 Richard Kelly Drive	Liverpool city centre
20 L11 6LD	Richard Kelly Drive
21 Moorgate Road	Kirkby Town Centre
22 Lorenzo drive	Utting ave
23 Seeds Lane	Walton Vale

case	Start	Destination
24	Lavender Way	Lorenzo Drive
25	Cavendish drive	Aintree hospital
26	L9 0LQ	Sainsburys
27	L11 6LD	Aintree Hospital
28	Petherick Road Croxteth	Walton Vale Shops

### Do you have any comments about this service to inform the...

The 121 is an essential bus from muirhead avenue of an evening to aintree hospital and aintree station. It is the only bus on Sunday after 1.30 that serves Norris green and also evening during the week. The only bus is the 62 that goes along muirhead avenue to Hospital but not to Aintree Station. Too many buses go up into Crockett 18 214 215. The 17 bus does not serve muirhead Avenue east. There used t be an 18c bus that went past the hospital instead of croxteth. This was a godsend to people visiting the hospital or Fazakerly station or picking up buses 20 and 21. This section from Tuebrook along Muirhead Avenue to aintree Hospital and Fazakerley is very badly served compered with all the buses that run Into and around Croxteth. People trying to keep hospital appointments or visiting hospital are badly served and those trying t get to and from work are totally reliant on the 62 bus which is not reliable with traffic delays and only half hour service later in day and on Sunday's. Older people especially need a frequent service not just those who live in Croxteth. Thankyou.

If you change the bus routes 214/215 can you please think about the people that use this local bus as there is a lot of elderly and disabled that use them buses to do there daily activities

Aintree Station should established as a Rail and Bus interchange with the 53A,121 and 135/235 services using this facility again.

Evening and Sunday 121s should remain the same. Renumber the Mon-Sat daytime services to 213 so people don't get confused. This would make the route look a LOT simpler and would allow Sunday frequency to remain the same. The new timetable gives a lot of layover therefore you are paying for buses to be say around. Why not divert the 102 via Petherick Road and then have the 214/215 can all run the same way round. Buses go round Croxteth Park and then round Parkview Road in Croxteth. Terminate on Willow Way and then return back via Parkview Road and Croxteth Park. Finally, I think the 102 should be diverted via Hawkesmoor Road & Karongoa Road. This then keeps 2 buses per hour around these areas.

Can this service extend from croxteth park to broadgreen and Adler they hospital replacing the 102

This service is needed to help me get to college

I get this bus 4 time daily Monday to Friday to take my daughter to school.

Buses need to always be on time and drivers need to take less cigarette breaks because it just delays time further. Service needa to be reliable

Buses need to be on time and not leave early or leave late because they are sometimes unpredictable. Less time wasting also at Walton Park bollards

Welcome the review to keep buses punctual.

If this change happens as the proposal looks now. I would be happy as where I live (Walton park estate would be served longer in the evening and on Sundays which we had taken away from us. The rumors are that the proposals are that merseytravel and cumfy bus are considering not running the bus to Walton Park estate. I implore you please do not do this. I have impaired mobility but manage to get out most days thanks to this route including to Ellergreen swimming pool which is slowing down the progress of my arthritis. Without this bus I am isolated.

**Do you have any comments about this service to inform the...**

Would have to get 3 buses to get home if I didn't use this service . It is also handy for older people to get to places .

Please please. keep the service as is via willow way. We are constantly left out. Both 899 and 102 have been removed after 6pm. It constantly feels like services are pulled due to drivers wishing to shorten their journey. We feel left out and isolated. Even with the 14/14a traveling. Short distances, such as important local medical services (Aintree Hospital , Jubilee Medical Centre. Access is also greatly improved to Breeze Hill) Reducing this important link to other area will most definitely have a negative effect on my and others. If chances have to be made, surely a fair option would be a reduction to the far more affluent Croxteth Park estate? No change is desirable, but surely public transport should not cut off an area which I imagine has far less car owners while serving the more affluent private Croxteth Park estate.

Its terribly long and the service is always delayed

121 essential for Hospital.and access to aintree/Fazakerley rail stations during evening.only 62 available at half hour intervals and not reliable due to traffic issues etc.There are too many services going through Croxteth 214/215/18 and 121 during the day Muihead ave east to Fazakerley is very badly served in comparison.

good that there will be buses in the evening and Sunday but concerned that the buses may only run once an hour from Cavendish drive. Please remember that what may look like short journeys to you on this estate for people who are unable to walk long distances they are a lifeline.

this service is the onl one for all of us who live on the walton park estate as mos of us who use this are pensioners or people with disabilitys or with young children

I use this service regularly for shopping, visiting friends and relatives, and hospital and other medical appointments. I also rely on it to connect with other bus services. Without it I would be severely restricted in my day to day activities.

Making it more frequent will be ideal as older people use these services for shopping plus it helps them to still get out and about independently

Although the journey is relatively short,my mobility problems make it essential to have access to public transport within easy reach of my home. I have already seen the service reduced to hourly from half hourly,and would appreciate the retention of a service along Seeds Lane.Thank you.

If it wasn't for this service I would be very isolated on the Walton Hall Park Estate, it is a godsend and I would love it to run on a Sunday even at a reduced service as I do not drive.

The 214/215 from cavendish drive are ideal to take me to work and /or hospital appointments. The return at 16:55 or 17:15 is also ideal for my finishing work and it takes me from door to door as the long walk up cavendish drive from stops in rice lane is very tiring after my duty at work in the hospital. Living at the top of cavendish drive is very isolating and these buses have been perfect thus far

The suggested revision for Melling Road service is ok, as far as it goes, but I believe that the Lavender Way section of the route has a half-hour service, and the Cavendish Drive section should also have a half-hour service (the new 121 route.)

I regularly use the 214/215 bus from Parkview Road, Croxteth. As I have no access to a car the bus provides an essential service for me. It enables me to travel to doctors, hospital and dental appointments. Without the service these journeys would take multiple bus trips and extra time. The bus also help make sure that I have access to supermarkets to do food shopping.

Find the bus very helpful for drs appointments and shopping. Hope it continues to run down my road as I use it a lot, it makes me feel less cut off.