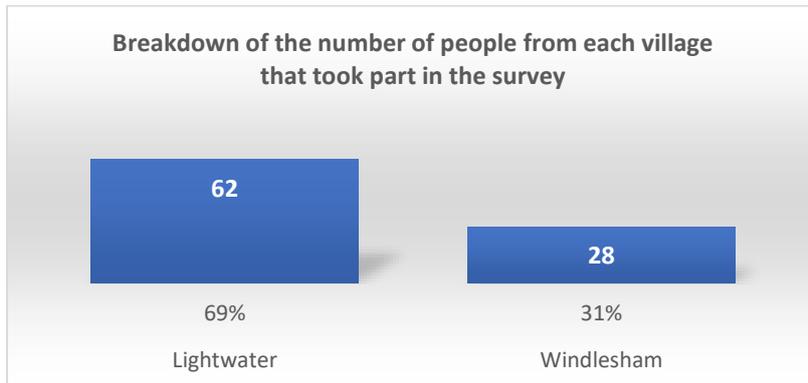


## Transport Survey for Lightwater and Windlesham

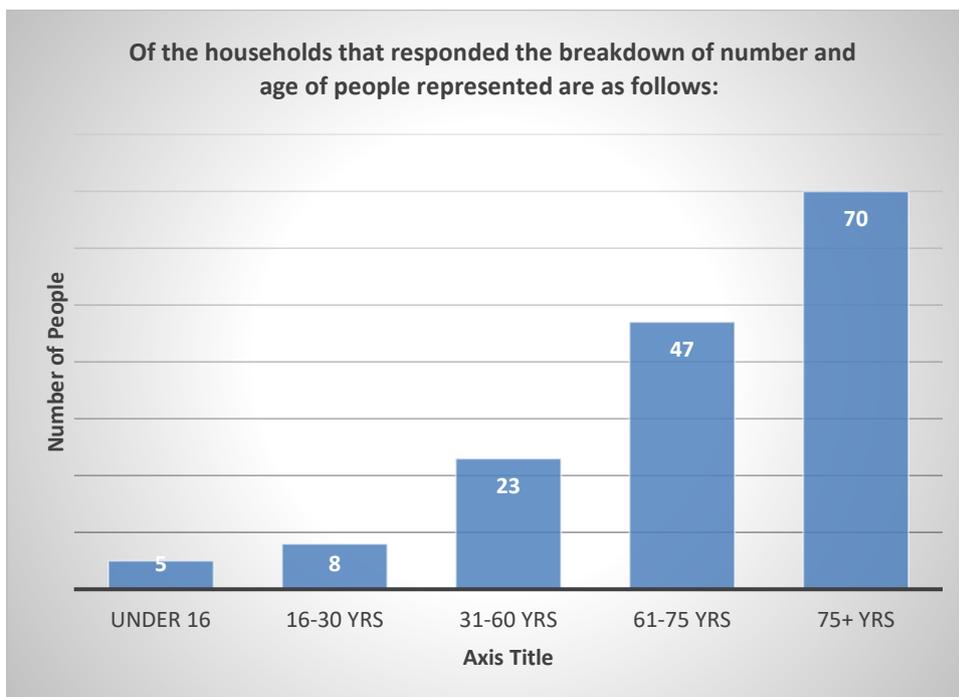
Between 26<sup>th</sup> June 2017 and September 15<sup>th</sup> 2017 residents of Lightwater and Windlesham were given the opportunity to take part in a survey evaluating the current 34/35 and 500 bus routes with the view to investigating the need for an additional service.

The survey was available at Lightwater Library, Lightwater Surgery, The Council Offices, Lightwater Live, All Saints Church in Lightwater and St John's Church Windlesham. In addition to this, the survey was also available to download from the Parish Council Website and could be completed online via a link available on the website and other social media.

**Over the course of the consultation 90 responses were received**, 62 from Lightwater residents and 28 from Windlesham residents.



Residents provided information about the number and age of people living in their households and identified which postcodes they were responding from. **Of those represented, 77% were aged 61 and above.** A breakdown of their responses can be seen below:



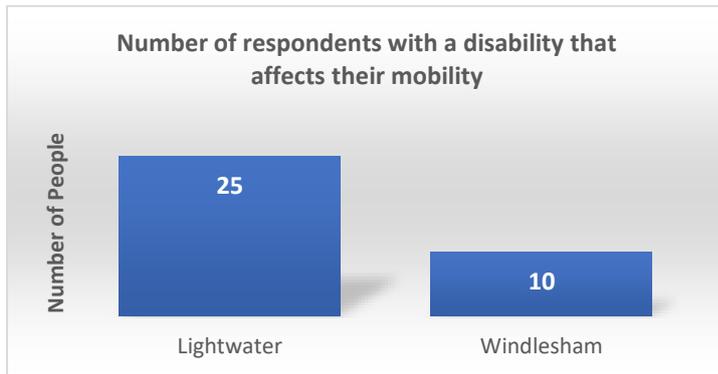
## 89 respondents provided us with their postcode

The results were as follows:

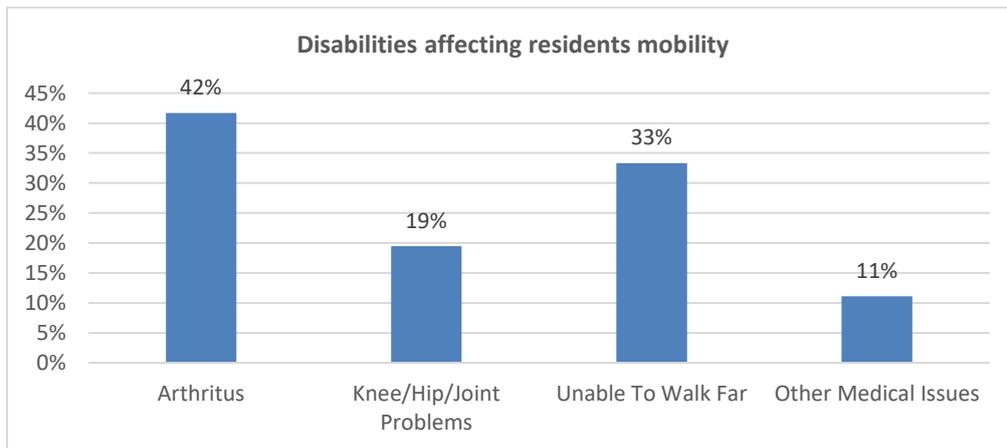
Lightwater Responses	
Number of Responses	Road Name
6	Guildford Road
6	Lightwater Meadow
6	Macdonald Road
5	Ivy Drive, Briar Estate
5	Lake View Care Home
4	Broadway Road
3	Ambleside Road
3	Broom Field, Briar Estate
2	Bluebell Rise, Briar Estate
2	Mount Pleasant close
2	The Avenue
2	Turnville Close
2	Ulswater Close
1	Burdock Close, Briar Estate
1	Clear Springs
1	Coniston Court
1	Hammond Way
1	Keswick Drive
1	Marshwood Road
1	Ridgeway Close
1	Riverside Avenue
1	Rydal Place
1	Spruce Drive, Briar Estate
1	The Orchard, Briar Estate
1	the Ridgeway
1	Springfield

Windlesham Responses	
Number of Responses	Road Name
6	Heathpark Drive
2	Chertsey Road
2	Kennel Lane
2	Oakwood Road
2	Thorndown Lane
2	Windle Close
1	Deans Court
1	Fromow Gardens
1	Graham Road
1	Hatch End
1	Kings Lane
1	Leycester Close
1	Off Broadway Road
1	Owen Road
1	Rectory Lane
1	Updown Hill
1	Windmill Field

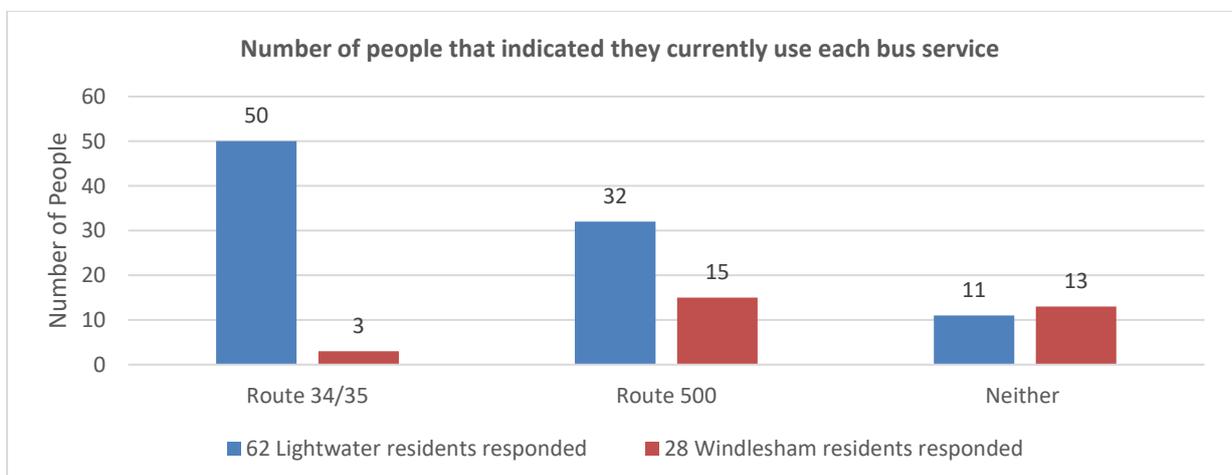
**35 of the 90 respondents indicated that they have a disability affecting their mobility, equating to 42% of Lightwater respondents and 36% of Windlesham respondents.**



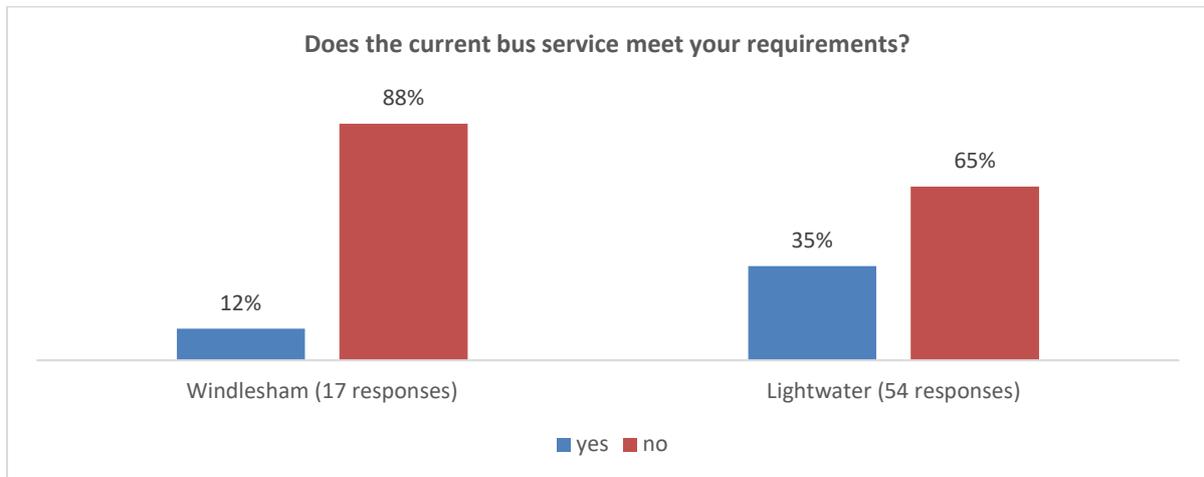
Of the 35 residents that indicated their mobility was affected in some way, reasons given for their limited mobility were as follows:



To help establish the use of current bus services, residents were asked to indicate which of the services they use. **90 people responded to this question with 59% of respondents indicating they use the 34/35 buses, 52% making use of the 500 bus and 27% not making use of any of the available bus services.**

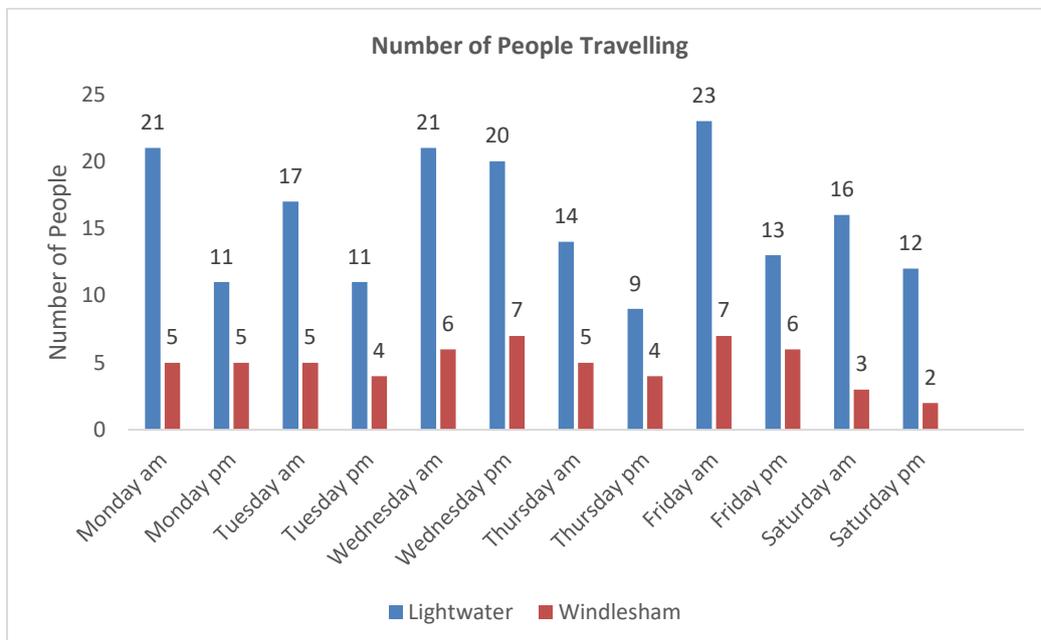


**Of the 71 residents that indicated if the current service met their requirements, 70% felt the service is not sufficient and did not meet their requirements.** A breakdown of the response from each village can be seen below:

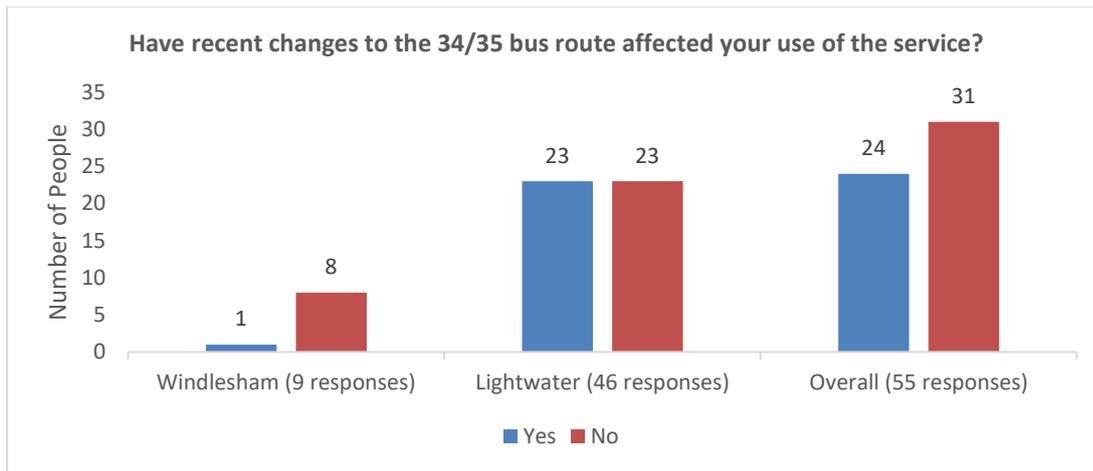


**24% of those that responded were unhappy that there was no direct route to Frimley Park Hospital. 20% highlighted the distances that they had to walk to get to and from a bus stop and 14% mentioned the lack of service to the Briars estate.** For full breakdown see Appendix 2.

Residents were also asked to indicate on which days and at what times people within their household use the current bus service. **Only 38 people responded to this question.**

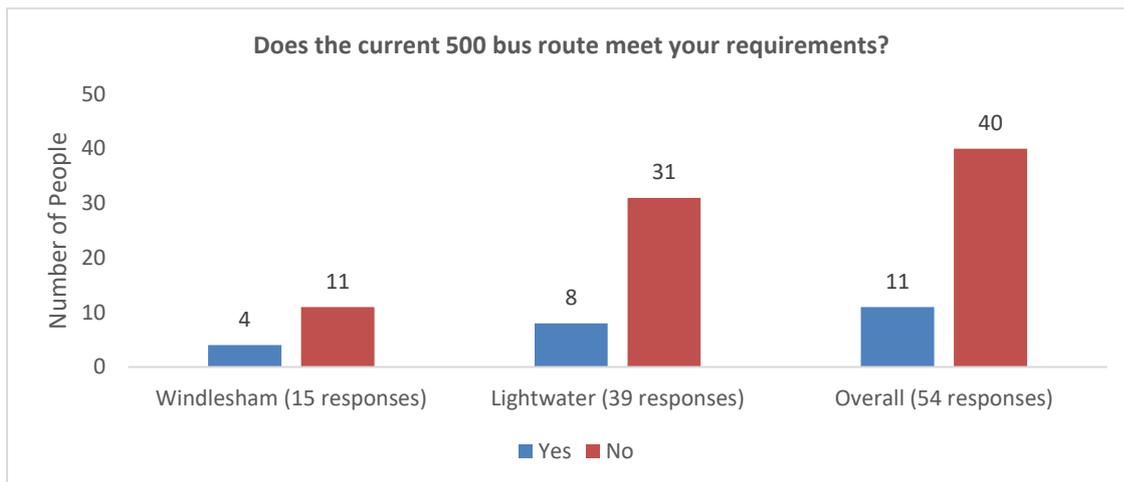


To assess the impact of recent changes to the 34/35 bus route, residents were asked if these changes have affected their use of the service. **Of the 55 residents that responded to this question only 44% felt that the changes had had a detrimental effect on their use of the service.**



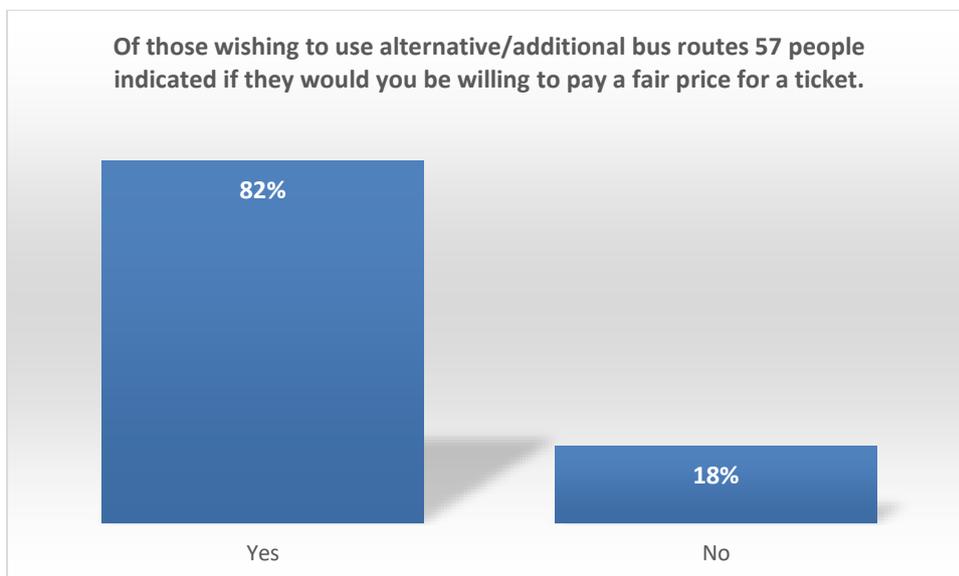
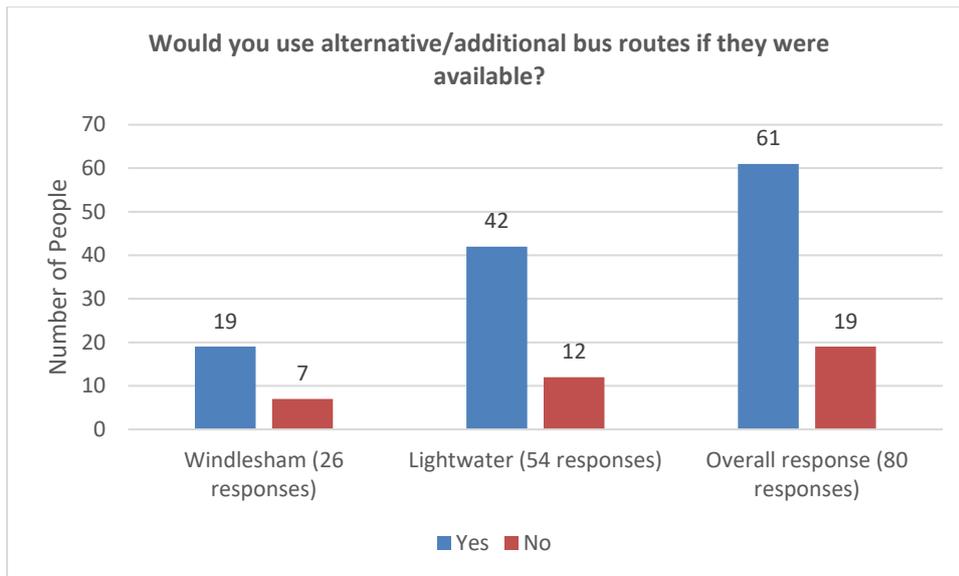
A full breakdown of responses is available in Appendix 3

In addition to this, residents were also asked if the 500 bus service met their requirements. **Of the 54 responses received 78% of respondents felt that the current service was insufficient.**



A full breakdown of responses is available in Appendix 4

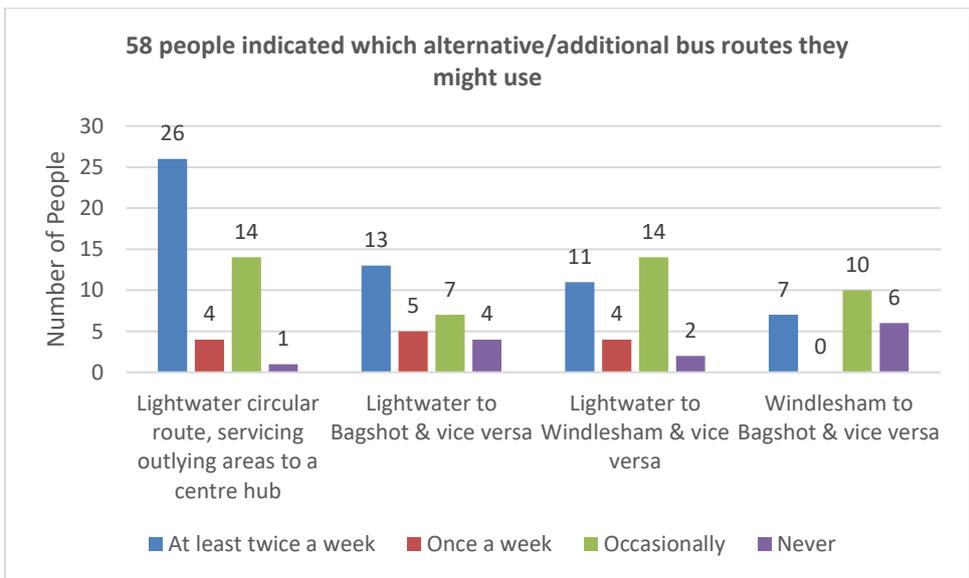
When asked if residents would use an alternative or additional service, **80 people responded with 76% indicating that they would use another service if it were in place. Of those only 57 respondents indicated if they would be willing to pay a fair price for tickets, with 47 respondents willing to do so.**



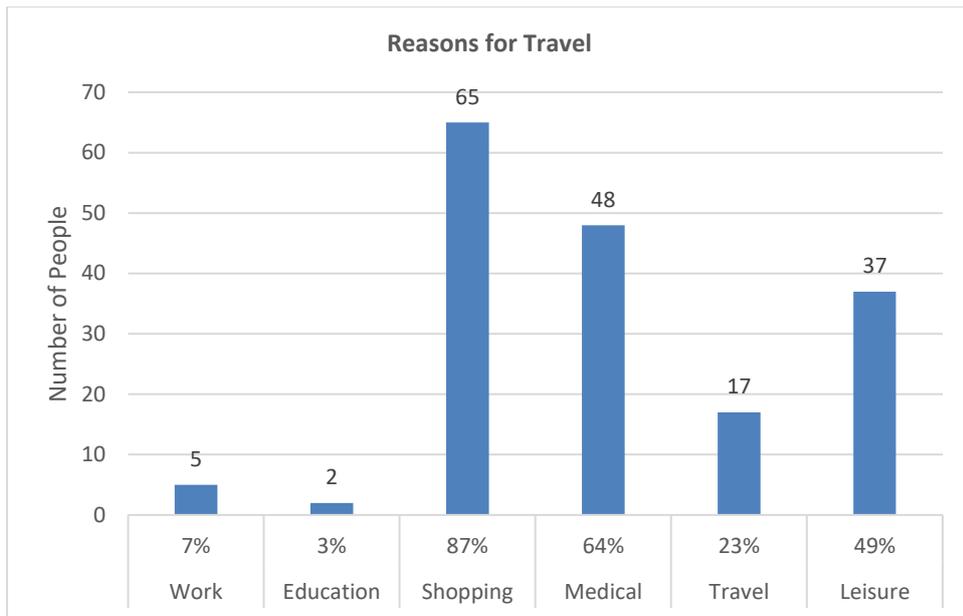
<b>Reasons given for not wishing to pay for additional routes</b>
It would depend on what was considered a 'fair' price and could be raised on regular basis if established.
Would be more than happy to pay - even if it is only once or twice a day if runs , would enable us to get out of the house, especially now with the winter coming.
We wouldn't need to use it yet
If buses 34 & 35 were available to Frimley Park Hospital and with an additional service to the Aldershot Centre for Health it would reduce the pressure on Lightwater Care Able to use own transport
At present I drive
Providing it went where I wanted to visit.
While I am still able to drive I do not use this service

Because I have a bus pass depending where it went
What is a fair price?
We have a free bus already. The 35 and 35 already service part of the village why would we need a community bus.
Not enough money to pay for fares because too expensive (rates) general take most of my money
Prefer a free bus service
We already have a 'free' bus pass
Have grown accustomed to using free bus pass, use car otherwise
Because we have bus passes
Because we have our own personal transport. But we do like using the bus as often as they let us - we are in our 70's so it is nice to leave the car behind when we can.
This would depend on the frequency and the cost
I would only use such schemes if I was unable to drive or could use my bus pass.

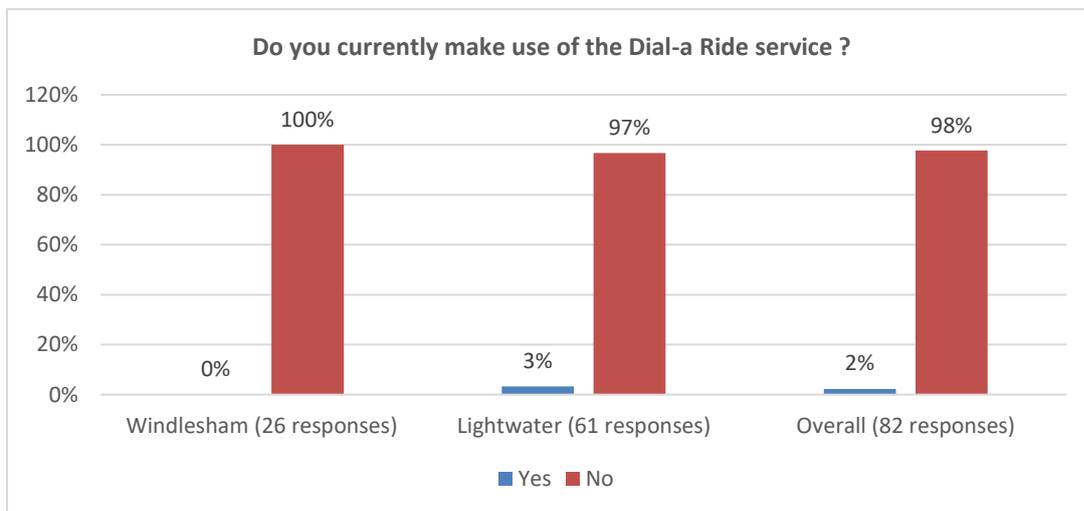
**If additional routes were to be considered 58 residents indicated that they may use the following routes:**

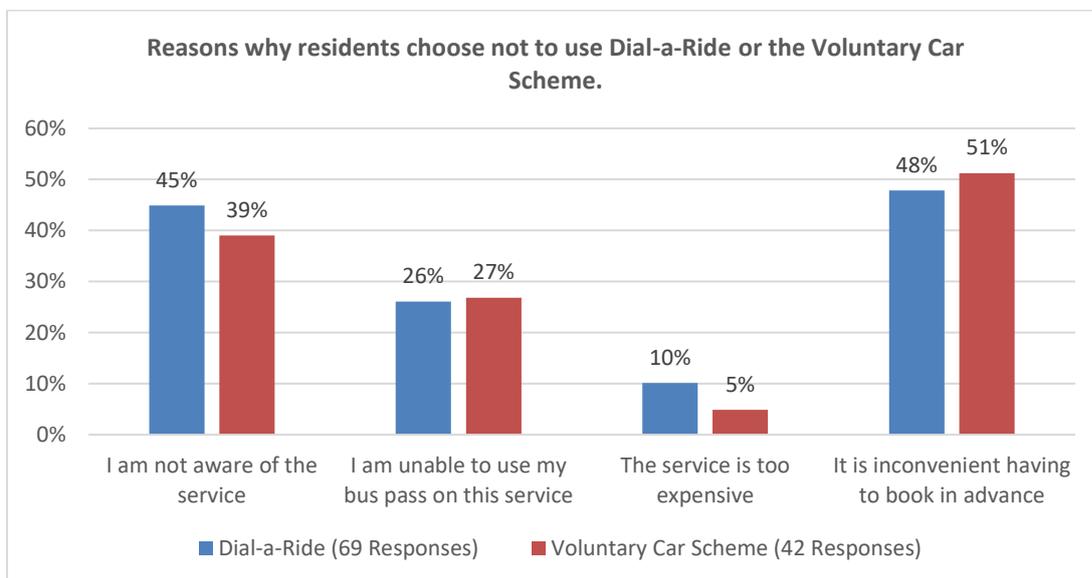
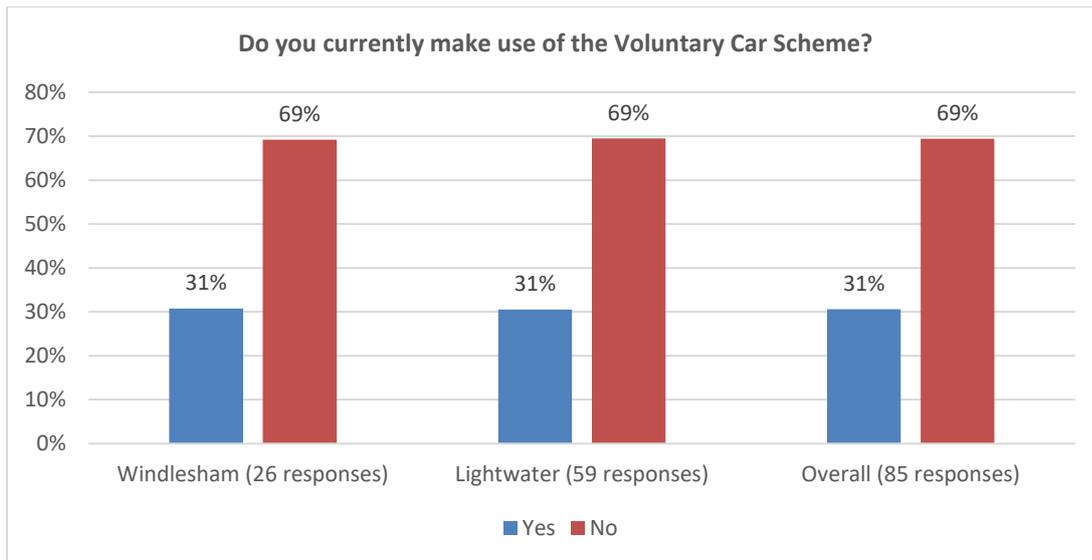


Residents were also asked to indicate their reasons for travel. **Of the 75 people that answered this question 87% indicated that they used transport for shopping, followed by 64% requiring transport for medical reasons.**



Although both Dial-a-Ride and the Voluntary Car Scheme are available to residents, **98% of respondents indicated that they do not use Dial-a-Ride and 69% of respondents indicated that they do not use the Voluntary Car Scheme.** A predominant reason for residents not using these services was due to the inconvenience of having to book the service, followed by residents being unaware of the service.





At the end of the survey residents were offered the opportunity to add additional comments. Within this section **54 people chose to leave a comment and 16% of respondents indicated that they currently have use of a car.**

#### **Additional Comments**

At the moment 34/35 come same route to L/water. Could not the 35 come down the Red Road and turn right into Lightwater Road and then to the village, there are two bus stops in Lightwater Road in doing that would save a lot of walking and facilitate people at this side L/water - Come on we're in our 80's!!

I only use the bus very occasionally as I still drive a car and my husband could manage a bus now. I used to use the 500 to go to the hospital and miss that service

I am too old to become a volunteer driver. I own my own car and still drive it.

It is essential to get the bus route reinstated to include Briar Avenue, for the majority living on the Briar Estate that require transport it is too long a walk to the nearest bus stop, particularly if carrying shopping etc. You cannot expect the Lightwater voluntary car service to cover all that is required. One used to be able to at least bus back from F.P.Hospital to the Macdonald Rd end of Briar Avenue, that does not run anymore!! I was told that one reason for the bus to be stopped from its route to Briar Avenue, was instigated by a Councillor who lives adjacent to the stop (Red Rd) end of Briar Avenue, because it sat there with its engine running. Unbelievable this individual could put so much pressure, causing at least two people I know to have to move to better served areas.

If the existing bus service in Lightwater came through Lightwater Rd, passed Keswick Drive where I live it would be a great help to me. I would like to go into Camberley once a week

I hope you will consider some bus server for the area - there are two bus steps in L/water Road, even to have one stopping there would be a great help - it's a good walk to the village from there. Place all our help in you folks!!

It would be nice to be able to get to Woking from Windlesham and we used to be able to get to Guildford too.

There are a lot of old people in Lightwater who are unable to drive. Therefore, require a bus service as the had before the cuts.

As I have said before with so few shops in W/sham the elderly non- drivers really could do with one more bus Camberley-FP Hospital to Staines, to go to Staines mid-morning one has over 3 hours to shp before getting a bus for home unless one gets a bus at 8am, too early for the elderly people

Car parking in Lightwater is becoming very difficult. A community bus might also have a social aspect as well as a practical one.

I have already commented elsewhere about the desirability of a direct service to Guildford and a more frequent 500 service to give more access to Sunningdale station. We do have a car but try to restrict unnecessary journeys to save emissions and cost to the environment. A voluntary driver

Increasing public transport should be a priority if we are to reduce traffic, traffic jams and pollution. Bus services in this area are totally inadequate. For example, a vehicle is a necessity to get conveniently to places such as Chobham, Bracknell, Deepcut, Frimley Green.

As indicated, bus usage is rare at the moment because we can still drive and walk into the village. But, there are an increasing number of local residents being isolated once they are no longer able to drive. The need for a service from outlying areas to Doctors, Dentist, Post Office and supermarkets must inevitably increase.

a bus to Frimley Park Hospital is desperately needed by many in the village

Parking at hospital is dreadful. A service from Lightwater to Frimley Park Hospital would be useful.

Windlesham is very poorly serviced by transport plus there are a lot of elderly people living here who do not drive. So, a bus service is the only means of going out.

It is disgraceful that SCC are not meeting their legal obligations to provide a service to meet the needs of Windlesham residents. Especially the elderly and the young non-car users reliant on public transport for their practical needs, but also essential engagement in social and recreational activities. Only in the absence of such provision by SCC do I agree to this proposal.

What you don't seem to realise is, is that when people get old, they may have to stop driving for medical reasons and that is devastating to lose your independence, so if there are no buses, you are absolutely trapped especially if you live in Windlesham. It may happen to yourself one day, you don't seem to think about this when you are young but it will happen one day and to find yourself without transport is horrible to think about.

The 35 bus being cancelled is sorely missed for people at the far end of the village having to go to the hospital etc. a double bus journey is now required and for the elderly it can be very difficult. The 35 bus now enters Macdonald Road and turns off at Clearsprings

There are no reasonable shops in Windlesham i.e. Butcher or green grocer so the elderly have to get a bus with their shopping so feel very isolated

The bus was rerouted and cut out any stops on Briar Avenue. Visitors and non-car drivers cannot get to the village. I find I have to take the car into the village and park there to use the buses to Woking, Guildford and Staines and Camberley

It would be nice to have a service where we are not reliant on friends and neighbours, or even the volunteer service and we could be independent. It is too far for us to walk to the village to get the public transport.

Never really used the buses because the timings are such that you could get somewhere and then possibly not get back.

There are many commuters living in Lightwater but the bus service is either unreliable or unavailable for most. 6,791 people live in Lightwater - how are they supposed to travel to railway stations by bus? Not possible, so everyone goes by car.

Need bus in Briar Avenue to be running again!!

As a volunteer with Lightwater care it is obvious that withdrawal of the Briar Ave/Lightwater Road route is causing problems for older residents in that area. The buses do not always go up the Avenue/Clearsprings, as evident today when an 86 yr old was waiting for a bus in Clearsprings to go to the surgery for an appointment and the bus didn't come. Luckily, I happened to see him and was able to take him down to get urgent medication. The withdrawal of the direct bus to the hospital is very inconvenient for Lightwater residents. Taxis charge as much as £15 one way and voluntary lifts cannot always be arranged in time. The bus route turning up Macdonald Road to go to Clearsprings and vice versa causes traffic jams at the bottom of Macdonald Road and has no benefit as there are no bus stops on that bit of the route. For reference: respondent is a car driver/volunteer drive and doesn't use the buses currently.

It is important to be able to get to doctor's surgeries and to access bus services to Frimley park hospital etc.

Route 34/35 buses via Windlesham to provide that location with a better service and avoid hold-ups at the motorway junction?

It should address the current limitations and be incremental to them as suggested above.

Perhaps a more direct 'express' service from Lightwater to Guildford and return in weekdays for work purposes? An hour to go round the houses' to get there is hardly an encouragement to switch from car!

We have to have small buses running between the villages - the current large ones are making roads crumble and I have seen cars being scraped by buses because there is not enough room for them and they only ever have about 5 people on them. Small frequent buses would stop parking problems in the three villages too as people would be happy to use them if they knew the bus would come.

The present bus service is fine but needs to serve the whole of the village and go to the hospital

Why can't some of the 34/35 buses that go through Lightwater call into Windlesham to take people to Camberley and Guildford? Windlesham these days seems to be forgotten

Public transport for Windlesham is poor, being a non-driver severely inhibits your ability to get anywhere in a reasonable time or with reasonable convenience.

To be able to get to Woking occasionally. To be able to get to Longacre Nursery occasionally

<p>We do use our local voluntary car scheme. Occasionally to be independent at the moment I am able to take my husband in a wheelchair on buses to the hospital and shopping. It would greatly ease the situation if we had a direct route to the hospital.</p>
<p>How about a direct route to Frimley Park Hospital</p>
<p>Either the 34 or 35 could be sent along Red Road into Lightwater Road (bus stops still in place) joining Guildford Road to carry on into village. Very simple re-routing</p>
<p>A bus service to Frimley Park Hospital would be very useful</p>
<p>Very poor service on Sunday evening, sometimes it does not exist? No bus (due) indicator outside Co-op at Lightwater?</p>
<p>A community bus service should be very helpful to people like me and I would appreciate it.</p>
<p>We want the lower part of village serviced (again) ie Briar Ave or Lightwater Road!</p>
<p>I think that public transport in the area could benefit from a service direct to Frimley Hospital</p>
<p>I travel on the 500 bus Monday to Fridays from Windlesham Post Office on 7:10am bus to Sunningdale Station and return to catch either the 6.30pm or 7:00pm bus back to Windlesham (The Forgotten Village) Windlesham is very different from Lightwater and Bagshot they have the main Guildford Road E.G and have buses every 20 minutes 34/35 (500). There are a lot of elderly people in Windlesham who do not drive anymore (me) or do not own a car (we are cut off)</p>
<p>We have a 35 bus, which almost doubles up with the 34 and almost run empty, the same time as the 34. Why don't the people in charge work this out - use the 35 bus for a better purpose and use the 34 to loop the Avenue in Lightwater, with Guildford Road and MacDonald Road. Saving money at the same time and giving pensioners the right to use the bus from 9am onwards.</p>
<p>By having to rely on my wife driving me - I've lost my independence!</p>
<p>34/35 service is excellent at present and hope this continues</p>
<p>People in Windlesham have no option but to use a car for food shopping, general shopping and medical appointments. A shuttle service between Lightwater, Bagshot and Windlesham would help those who do not drive or who do not have a car to remain independent and not totally reliant on the goodwill of others. Lightwater and Bagshot also have bus connections to Camberley, Woking, Guildford etc. should a person wish/need to travel further afield. Efficient public transport system links should not just be restricted to cities.</p>
<p>I'm sure re-instatement of the previous bus route for the No 35 bus (e.g. Lightwater Road, The Briars, Frimley Park Hospital) would be appreciated by all public transport users in all 3 villages</p>
<p>I currently use the bus service to Camberley every Friday to a part time job. I also use it occasionally at any time (or shopping in Camberley or visiting the Library). I would use the 500 more often if the service was more frequent but have to drive to Lightwater to catch the 34/35 as there are over 3 buses per hour. Bus shelters are essential to encourage use in bad weather. They would also allow details of when the next bus is due to be shown.</p>
<p>I live in Briar Avenue. I don't drive, I have to walk into village. It was nice when the 35 bus came into Briar Avenue. You could go to Sainsburys etc have a coffee and then go into Woking but that all gone. I have to walk now.</p>
<p>It would be nice if the 35 bus could do its old route. Lightwater village, McDonald Road, Red Road, Mall Way, round by the hospital and on to Camberley. As things are 34/35 -500 all do the same route from Lightwater village to Camberley, often the 34/35 arriving together.</p>
<p>I cannot understand why Lightwater and Bagshot have THREE BUSES AN HOUR to Camberley, while Windlesham has THREE USEABLE BUSES A DAY. The 34/35 service goes to the A322/New Road junction, just a short distance from Windlesham. Why can't just one of these buses an hour be routed down New Road and through Windlesham?</p>

## APPENDIX 1

Survey Response Data			
Question		Number of Responses	Response Rate
Q1	Please indicate which village you live in.	90	100%
Q2	Please provide us with your postcode	90	100%
Q3	How many people currently live in your household?	90	100%
Q4	How many people are in each age group?	89	99%
Q5	Do any household members have a disability that affects their mobility?	88	98%
Q6	Please indicate which bus service you use.	90	100%
Q7	Does your current bus service meet your requirements?	71	79%
Q8	If you or members of your family use either the current 34/35 or 500 bus service, please indicate how many people travel and when:	38	42%
Q9	Have recent changes to the 34/35 bus route affected your use of the service?	55	61%
Q10	Does the current 500 bus route meet your requirements?	54	60%
Q11	Would you use alternative/additional bus routes if they were available?	80	89%
Q12	Please indicate which alternative/additional bus routes you are likely to use.	58	64%
Q13	Please indicate your reason for travel, tick all that apply.	75	83%
Q14	Do you currently make use of the Dial-a-ride service operated by Surrey Heath	87	97%
Q15	If 'No', please tell us why not (tick all that apply).	69	77%
Q16	Do you currently make use of the Local Voluntary Car Schemes?	85	94%
Q17	If 'No', please tell us why not (tick all that apply).	41	46%
Q18	If a community bus service were to be established, would you be willing to pay a fair price for a ticket?	81	90%
Q19	If a community bus service were to be established, would you be willing to become a volunteer driver?	85	94%
Q20	If 'Yes', please provide your contact details below.	6	7%
Q21	If you would like to add any comments to clarify your information or a recommendation to improve public transport in either Lightwater or Windlesham, please enter it in the box below.	54	60%

## APPENDIX 2

<b>Reasons Why the Current Bus Service Does Not Meet Residents Requirements.</b>
All buses stop in the village, we all don't live in the village. I have a 30-minute walk to my home from there, not easy when you are carrying shopping. I am 82 years old and asthmatic
No buses now come to the Briar Estate having been withdrawn by the bus company/council. It is 1 mile each way to the village or a long walk to the nearest bus stop. Anyone requiring transport from this area also has to negotiate a very steep climb up to the village this includes the Lightwater Road estate and other individual homes around that area.
Does not cover Lightwater Road, Briar Avenue and other roads in that area. A long walk to and from the village especially when carrying shopping.
It would be nice to be able to come back later from Staines on a Saturday. Also when I first came to Windlesham in 1969 we had a bus to Woking it would be nice to have it back again.
A direct bus to Frimley Park Hospital (as in the past) would be very helpful
No longer goes to Frimley Park Hospital
The Briar road service has been taken off
Need more regular bus service more often like Lightwater has our village has a lot of people who don't drive so a bus service more than every couple of hours would be good as i also find going to Drs hard as don't drive
Bus arrives at F.P.Hospital at 10.10 leaves F.P.Hospital at 10.30am 20 mins for appointment or a wait of 3 hours 20 min! Another bus please! To shop in Staines one has to be there for 3hrs and 20mins. Bus at 14.55
The journey to Guildford 10 miles away takes an inordinate amount of time. One appreciates the necessity to provide a service to more outlying communities, but 1 bus per hour which goes direct to Guildford would be welcomed.
Would like a more regular service to go to Frimley Park Hospital. Only the 500 route goes there and that is only every 2/3 hours. The 35 did go there but this was taken off.
Neither the 34 or 35 now goes to Frimley Park Hospital leaving only the very infrequent 500 to F.P.H. A service to the Aldershot Centre for Health is also required.
The 35 was more useful when it was routed via Deepcut and Frimley Green to Frimley Park Hospital and Camberley. The 500 is less useful to the general public since the current timetable was introduced in September 2016. Whilst it possibly serves school children and commuters well early morning they are too infrequent during the day in the direction of Frimley Park Hospital and Staines (four from Windlesham and only three from Lightwater) to be used conveniently. The 500 bus meetings in early 2014 to discuss additional services through Windlesham ultimately resulted in less as one return trip serving both Windlesham and Lightwater was axed. Another waste of time, money and effort. Why is only Windlesham served by the 500 on Saturdays and not Lightwater?
It meets our requirements now but as we get older and if ill health takes over and we cannot drive, we will be isolated, living too far from the village centre and its amenities.
It is too far to walk uphill to the nearest bus stop with the aid of my walking stick and painful
No near stop to get to the village
At 87 I need to visit Frimley Park Hospital frequently - at least once a week. Since the 35 stopped going to FPH I now need to walk a fair way to catch a 35 to Camberley and another bus from Camberley to FPH. It takes hours. Sometimes the 35 misses out the stops in the Avenue, Badger Drive and Clearsprings so then I must walk the mile to the main road to catch a bus.
34/35 does not go to Frimley Park Hospital 500 - every two hours - not good enough for hospital visits
No longer stops by the 'Garibaldi' route next to my dentist
Last bus from Staines on a Saturday is 1.30pm, then nothing until Monday morning.

The 500 service is very limited. Insufficient timings limit flexibility. It does not cover evenings/night time returns. Saturday service is even more limited, time allowed at the Meadows is not practical. The lack of any Sunday service is a severe limitation not allowing for the social and recreation needs of bus users.
Buses do not run regularly enough to main shopping towns i.e Staines and Camberley to use them.
The distance I have to walk is rather far
No late buses No service on Saturday afternoon/ Sunday Difficult to make Dr appointment to fit in with buses Can only go to Staines not to Guildford/Woking etc without changes difficult for the elderly - even if there were 2 a week visits Difficulty making appointments at Frimley Park hospital Not enough buses during the day
The bus does not come through the estate anymore and it is 1 mile walk to the village
It is not compatible with where I want to go (and return) at particular times.
No direct bus between Lightwater Briars Centre area and Brookwood Station.
34/35 Doesn't come into Briar Avenue
Times don't suit and return difficult. Also does not go where needed.
The current 500 service is limited or very limited for residents of Windlesham. It compares unfavourably with the 34/35 service provided to Lightwater and Bagshot (and all the other small villages on route through Woking into Guildford). It is limited essentially to daytime, more limited on Saturday and with no Sunday service. There is a service for commuters to Sunningdale station but no practical service for commuters to the other local areas of employment - especially because of the return limitations. Although residents of Windlesham can travel to places for entertainment (Woking/Guildford/Camberley etc) via Lightwater for example, they are unable to get a late return to Windlesham. The total lack of a Sunday service is an even more serious limitation for those without private transport. The lack of an adequate public transport service puts sections of our community - especially the young, the elderly and the non-motorist at a disadvantage which may be illegal against legislation to protect the disadvantaged. Provision of public transport is the responsibility of Surrey County Council - I would be concerned in principle if local funds were used to protect SCC from fulfilling their responsibilities. The limited nature of this service compels me to be a motorist and I am very concerned that, if I am at some stage unable to drive, life would be very difficult and very limited.
Never stops in the right place - unreliable service - always getting calls to drive as bus is late
It comes down Macdonald Road but doesn't stop. No longer goes to Frimley Park Hospital
I would like more 500 buses to go to Camberley and Staines as in the past when we also had a bus service from Windlesham to Woking
Hardly any buses run
The 34/35 is fine. Because we have hospital appointments it would ease the problem to get there if we had more buses go into FPH direct.
Two buses go along Guildford Road, when one could easily be adjusted to go along Red Road into Lightwater Road, meeting up again with Guildford Road. SIMPLE
Needs rerouting
I have to climb up the hill to get the bus in Lightwater
Walking to and from is difficult
Lower part of Briar Avenue estate has been stopped
500 - long wait between services
Nearest bus stop is now over a mile from our house.
More transport is required to Frimley Park
Not enough return buses. Too long a wait to get a bus home (morning) and early afternoon
Would like access to more places e.g Goldsworth Park/Waitrose

500 bus service too infrequent and only one bus per day in each direction goes past St Johns church. No bus shelters along the route through Windlesham. Vehicles old and uncomfortable (poor springs) and not smoothly driven.

Live in Briar Avenue, 69 years of age have to walk into the village

I do not drive. Have to walk 1.5 miles to get a bus in Lightwater village.

Infrequency of service to Frimley Park Hospital, Camberley and Staines. Only three useable services a day, involving long waits for return service from medical appointments, shopping trips etc, especially since the service in the middle of the day was cut. This results in many elderly people being reluctant to use the bus as they haven't the stamina to spend so long on their feet!

### APPENDIX 3

<b>How have recent changes to the 34/35 bus service affected you?</b>
The 35 used to go through Briar Avenue and stopped at corner of my road - it no longer does that. Why? Or is because one young man objected to its service. Maybe he will need a bus service one day. He will not be young forever!!
The distance to walk, plus having to carry shopping is now impossible.
Since the 35 bus was stopped going through the Briar Avenue I'm finding it very difficult to get to the village and beyond
Unable to go to Frimley and the hospital
Unable to get to the village
Cannot answer question 8, our travel is spasmodic - probably weekly or bi weekly
Have to take two buses to get to the hospital. However, it is helpful to be able to get off the bus nearer to home. It is frustrating to have unused bus stops at the top of Macdonald Road but none nearer to the other end.
The 35 removal via Deepcut, Frimley Green and Frimley Park Hospital to Camberley has necessitated a longer commute via Bagshot and Camberley and two buses rather than one.
Bus removed from Briar Avenue
I can no longer get to Frimley Park Hospital without a long walk and a change of busses.
Cannot get to hospital
Cannot get to the village as no bus through the Briar Avenue
Too far to walk to 'Clearsprings' nearest bus stop
Better service. Use it more.
Doesn't stop in Macdonald Road. No service to Frimley Park Hospital
Can't use this service from Windlesham and would like to
Now use the car to get to the village which adds to parking difficulties, the bus along Lightwater Road was most helpful in getting to the village.
No longer convenient
My very good friends are not able to visit since the 35 no longer goes via Briar Avenue and I cannot walk and visit them.
Can't go bus is not there
There is no longer a bus stop within a mile of our house. Only now use bus when car is impractical, ie for medical reasons on occasions
35 bus was a very useful service for Frimley Park Hospital. Now there is on the 500 which is not as frequent.
Times are not useful
Walk to the village
I have to walk 1.5 miles to and from work and when sick or unable to walk because of injury to the local doctors you need to book a taxi at a cost of £12+-

## APPENDIX 4

<b>Reasons why the current 500 bus route does not meet resident's requirements.</b>
Need an hourly bus service at least to cover hospital appointments. It's present time is too infrequent and stops early in pm, I usually take 34 to Camberley and number 3 to hospital an unnecessary round about way.
Not frequent enough for hospital appointments
Not used it because I am unable to walk to Guildford Road
One more morning bus Camberley to Staines Please Please Please! It would help with Hospital appointments too! We have very few shops W/sham. The elderly non drivers do need to get out. We were fairly well served until one mid morning 500 bus was taken off. Please help the elderly of W/sham
Would like a more reliable link with Sunningdale train station
More frequent access to Sunningdale station would be useful enabling journeys to London and Reading and services to the rest of the country from there.
Does not run frequently enough
To infrequent does not always come into Lightwater
Recent time changes and frequency are unsatisfactory
See 7 above. The 1052 departure from Lightwater to Staines is too late (previously 1017 which was late enough) and restricts a reasonable day's activity. With the removal of the 1217 from Lightwater to Staines it now necessitates a wait in Staines until 1455 to make the first available return journey.
It does not go to destinations I want to go to.
It is not often enough and not available at weekends for hospital appointments.
I cannot get to village
It is too infrequent to rely on.
Too infrequent for hospital appointments.
Unsuitable timetable
As stated in question 7, there no buses after 1.30pm until Monday morning. I would like a bus to Woking/Guildford via the Bee Windlesham once a week.
It does not allow sufficient opportunities for connection with the regular 34/35 service to Woking and Guildford and no late connect on return. It is not co-ordinated with the white bus service from Sunningdale into Windsor. The last bus from Staines is too early (1800) no service to our next village Chobham!
This service does not run regularly on the hour as that would be better than the current service, if you have only a small amount of shopping to do you do not want to be waiting around for the next bus back to Windlesham which is always hours to wait to get home.
Not compatible with my requirements
Runs from Lightwater Memorial which is more than a mile from where we need it!
My views are largely explained above in question 7 but in summary my requirements would be more frequent and direct connections with the 34/35 (which are every 20 mins) during the day but into late evening and weekends. In effect providing the same level of access to work, leisure and entertainment as enjoyed by residents of Lightwater & Bagshot. I would like the 500 service to have greater co-ordination with the White Bus from Sunningdale to Windsor. I would like my own requirements and those of the general public to be based on limiting the use of private vehicles in favour of public transport as a vital and essential part of reducing air pollution
Not applicable. I don't use it. Yet.....

We need more 500 bus route buses - so that more people can get to Camberley and Staines - this year the service was reduced!
Not enough stops
It was more convenient to have a 2:00pm service to FPH. To meet afternoon appointments without having to change buses in Camberley
Not frequent enough
Walking
Doesn't go to Hospital at time corresponding to my appointments but can take 34/35 to Camberley and then 2/3 to hospital
Does not come my way
Service few and far between
Nearest bus stop is over a mile from our house
It is not regular times and in the afternoon one bus does not go to Lightwater
Too long to wait between
Does not serve Lightwater frequently
Not frequent enough and difficult to use for hospital appointments
I have to attend hospital appointments and since they have reduced the number of buses during the day, it does make life a little more difficult, as it entails getting a bus to Camberley and then changing to a No 3. Not impossible - just more challenging!
Not all buses use the route past the church. No shelters at the bus stops. I have to take the car to Lightwater to catch the 500 to Camberley. Unfortunately the 500 bus from Camberley at 15.10 does go past the church but my car is in Lightwater so have to take the 34/35 for the return journey.
Don't come round my way