



# KCC NATIONAL BUS STRATEGY ENGAGEMENT REPORT

PREPARED BY LAKE MARKET RESEARCH



*"This report complies to ISO 20252 and any other relevant codes of conduct."*



## BACKGROUND

In September 2019, the government set out how it would launch a revolution in bus services – delivering a better deal for bus users and committing to publishing a National Bus Strategy. In March 2021, the Prime Minister announced that bus services across the country would be transformed with simpler fares, thousands of new buses, improved routes and higher frequencies.

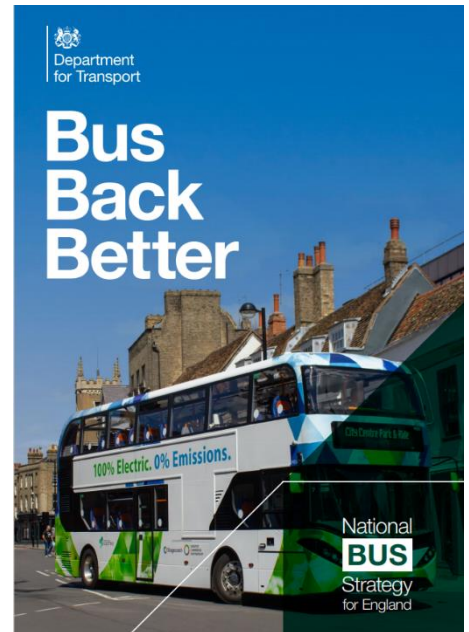
The National Bus Strategy sets out the vision and opportunity to deliver better bus services for passengers across England, through ambitious and far-reaching reform of how services are planned and delivered. There is an indicative allocation of £3 billion funding available, but the method of allocation is subject to further guidance.

Delivery is anticipated through Bus Service Improvement Plans (BSIPs) and Enhanced Partnerships (EPs). EPs are formal agreements where Local Transport Authorities (LTAs) and bus operators work together in partnership to improve bus services. The Authority has much more influence over bus services but not full control. Bus services will still ultimately be commercial interests, operating in a de-regulated market.

Kent County Council (KCC) are developing a BSIP which is a strategic overview of how KCC and operators will deliver the aims and objectives of the National Bus Strategy, setting out funding requirements to do so to Central Government and detailing how Enhanced Partnerships will be used. Through this work, KCC have developed an initial set of Key Principles to inform the development of the BSIP and these were explored during the engagement exercises with operators and stakeholders.

Whilst not a requirement, KCC would like Kent's BSIP to be informed by high levels of engagement and input from all involved / affected by the National Bus Strategy; operators, stakeholders and Kent residents (both current/lapsed users and non-users of buses). As such, KCC have undertaken the following to date:

- An Operator Workshop conducted in June 2021 – a three-hour face to face workshop with 23 operators invited to take part by KCC. The workshop featured a presentation from Kent County Council, a question and answer session and qualitative discussion in the form of smaller breakout groups.
- A Public Engagement Platform, [www.kent.gov.uk/busfuture](http://www.kent.gov.uk/busfuture) - a consultation platform which asks Kent residents for priorities for bus improvements and any suggestions for their local areas; available for participation during July and August 2021. The feedback received from this exercise is included in this report. A second set of short questions was launched on this platform in August 2021 to capture service specific improvements. The feedback collected that was specific to particular services is detailed in a separate report 'KCC National Bus Strategy – Service Specific Feedback Report'.
- An initial Stakeholder Workshop conducted in August 2021 – a two-and-a-half-hour virtual workshop with 24 stakeholders invited to take part by KCC. The workshop featured a presentation from Kent County Council, a question and answer session and qualitative discussion in the form of smaller breakout groups.



- A second Stakeholder Workshop conducted in September 2021 – a two-and-a-half-hour virtual workshop with the same stakeholders who participated in the first workshop. The workshop featured a short update presentation from KCC followed by qualitative discussion on the initiatives developed by KCC in preparation for Kent’s BSIP.
- Two County Member Seminars conducted in August / September 2021.
- Detailed discussions have been hosted with all District Councils and there has been engagement with neighbouring LTAs.

KCC commissioned Lake Market Research, an independent research agency, to partner KCC on these engagement workstreams and develop an engagement report to provide recommendations for the development of KCC’s BSIP. In addition to the primary workstreams conducted as part of the National Bus Strategy engagement, additional sources of information have been reviewed and used to form the recommendations in this report:

- Feedback from KCC’s Big Conversation consultation conducted in 2018 – a quantitative and qualitative consultation conducted amongst Kent residents and Parish, Town and District Councillors.
- Feedback from Bus Passenger Surveys conducted by Transport Focus in Autumn 2019 – a large scale quantitative survey conducted nationally amongst bus passengers.
- Feedback from a Kent Bus Perception Survey conducted in August 2020 – a 1,400 quantitative survey amongst Kent residents to understand the pandemic’s impact on use and attitudes towards bus use.

# EXECUTIVE SUMMARY

## OPERATOR ENGAGEMENT

- Impression of KCC's overall approach to the National Bus Strategy and development of the BSIP are positive. Open to partnership working and appreciate the commitment from KCC so far. Recognition that progress will require a two way partnership moving forward.  
*"I think the word partnerships is important. We both bring things to the table. So we're very good at running buses and they're (KCC) often very good at providing highway networks for us to do that. And if either of those two parties to the partnership fail, or don't exist, then it all goes wrong."*
- The level of funding available is seen as key to making improvements to services. Many commented on current operations being under capacity due to the pandemic and investment in services is more important than ever. There are concerns in terms of how this will be allocated to Kent as a County but also distribution across operators within Kent.
- Getting passenger levels back to pre-Covid levels is seen as a priority. Reliability and punctuality of services is front of mind but operators are looking for infrastructure, bus priority and support from KCC to be able to make improvements in these areas. They would like to see more consideration on how road works, traffic congestion, parking enforcement and planning decisions have an impact on how they can deliver a reliable service.
- Operators would welcome active promotion from KCC in promoting bus use, modal shift, communicating the benefits / options available to travel by bus and reducing incentives to travel by car.
- There is concern about the requirements of operators with regards to electric buses – the required investment and the degree to which they are required across the network. Many do not believe investment is feasible in the current climate.
- Post workshop, operators have put forward a number of ideas / suggestions in terms of innovation, network developments and bus priority measures.

## PUBLIC ENGAGEMENT

- 3,409 took part in the light touch consultation exercise and provided feedback the factors that would make using buses easier and more attractive.
- From a prompted list of ten factors, the highest ranking factor in making buses easier and more attractive is more frequent services that run longer each day and at weekends, followed by lower cost fares and different payment options and improved reliability. Service specific feedback captured across the two public engagement exercises revealed there are a number of existing and potential services users commenting on service provision being limited in frequency (e.g. one or two buses per day). As such it should be noted that a more frequent service in general is considered important as well as evening and weekend specific servicing.
- Broadly equal proportions selected more integrated and innovative services, quicker journey times and more bus priority measures and better information that's easier to access. Whilst we cannot cross reference feedback with demographic information (the exercise was unable to capture demographic data), it is likely that these service areas are particularly important to specific

demographic and geographic subgroups of the population (e.g., residents / care for residents with disabilities and rural areas).

## STAKEHOLDER ENGAGEMENT

- Consistent with feedback obtained from operators, impressions on KCC's overall approach to the National Bus Strategy are positive and the majority agree the principles outlined are 'steps in the right direction' and 'ambitious for the sector'.
- There is concern that significant change is required to bring about service improvements and the likely funding that will be available to make the changes.
- Support for the concept of bus priority measures to improve reliability of services but some were unsure how appropriate these are in some areas and whether traffic signalling / infrastructure could be developed as a potential alternative in places.
- Consistent with operator feedback, many believe KCC need to play a more active role and definitive stance in promoting bus use, including an emphasis on the benefits and options available to travel by bus and reduce the incentive / convenience of travel by car.
- Recognition that service re-design / innovation is essential to run a service that is line with how residents will access / use it in the future and considers changing lifestyles and work practices.
- Agreement there needs to be more consideration of passengers with disabilities and ensuring any service / network development considers the needs of these users and the service is safe and accessible to all.
- From a prompted list of fifteen factors, stakeholders rated lower cost fares and different payment options, more frequent services and improved reliability as the top three priorities for bus service provision based on the user groups / geographic areas they represent.
- When presented with KCC's proposed BSIP initiatives in the second workshop conducted, there was widespread agreement they were comprehensive, very well put together and there was very little to add.

# OPERATOR ENGAGEMENT

## TOP OF MIND RESPONSE TO KCC PRINCIPLES

First impressions on KCC's overall approach to the National Bus Strategy are positive with the majority agreeing the principles outlined are 'steps in the right direction' and 'ambitious for the sector'. Considerable discussion on the sector needing a fresh approach to service delivery moving forward and recognising that improved ways of working and innovation will play vital roles.

*"It is really exciting because it is the first time ever a Prime Minister is personally endorsing something like this...it is an exciting opportunity. There is lots of work that we've got to do and a lot of bureaucracy around it but at the end of the day it is a positive thing."*

However, there is widespread concern for the practicalities of how such principles and/or initiatives can manifest into reality:

1. Uncertainty and concern for the level of funding available and how this will be allocated to Kent as a County, as well as the process of dissemination amongst individual operators:

*"Sting in the tail is that the funding might run out or that there is going to be a local authority bidding war. People who shout loudest will gain the most. Those that shout will be listened to as well because the weight of the voting is behind it. There's lots of talk about levelling up and for most people that means taking money from the south to give to the north."*

*"There is a concern that the incumbent operators will become more entrenched, especially if they are given a large part of the funding for vehicle upgrades that will be needed. It will be difficult for us smaller operators to compete with the funding we will be allocated."*

*"Everything on the list is desirable and areas we want to improve. I don't think anything is going to be delivered without significant funding though."*

2. Trepidation of plan detail and what operators will be responsible / accountable for and whether they have the resources to be able to provide this

*"I think we're all waiting to understand what the actual details are. I don't want to be negative about the principles, but we don't know how this is going to work in practice and what all the little clauses etc will do to us."*

*"Air of excitement about a reinvigorated bus industry but also have a little bit of trepidation about the sting in the tail and what that's going to be."*

3. Level of risk in relation to capital and service investments and the level of return likely whilst emerging from the Covid-19 pandemic and current low passenger numbers

*"There is not much long-term visibility, we might have some detail for the next three years and some money, but we need 10-15 years and longer than that and we need to regain what we've lost over ten years of austerity as well. We have lost a lot of the support that the industry gets in terms of practical support so in some ways it brings us back to where we ought to be and three years down the road, we are only just going to have got a recovery position from Covid."*

*"With small operators it is difficult for us to invest money without a massive amount of capital behind us, we are not a nationwide operator, so there is a risk there, certainly for us in any short-term plan, and maybe more acute than for larger operators."*

4. The requirements and means to adapt to more collaborative ways of working / a changing competitive environment where ideas / ways of working are shared as best practice for the benefit of bus users and for initiatives to be successful

*“There is no point in people (i.e., operators) competing is there? If we are going to get more people on the buses then each one of us has got to accept the other operators’ tickets, it’s a thing of ‘convenience’, there is no point in letting a rival bus go past when you’re waiting for a particular operator, you want to be able to get on the first one that comes along – that is different to how we’ve been hard-wired throughout our careers, being about ‘competition’ and only doing stuff that is going to be for your benefit.”*

*“There’s an issue with being a small operator. You can get a service up and running but you’re still up against the big boys. They look at it and go that’s good we’ll have that and connect that there. You lose out and you’ve put the hard work and investment in.”*

The majority are very open to the continuation of partnership working and recognise that multiple skillsets are required to bring true transformation to the sector. Recognition that accountability is essential on both sides (operators and KCC) for any new initiatives to be successful.

*“I think the word partnerships is important. We both bring things to the table. So, we’re very good at running buses and they’re (KCC) often very good at providing highway networks for us to do that. And if either of those two parties in the partnership fail, or don’t exist then it all goes wrong.”*

*“I suppose we are enablers in a lot of the things we decide to do, if we decide to do something with ticketing then it will be a joint project between County and operators, it is about us delivering the elements and providing feedback and data.”*

*“Enthusiasm of the operators is the key here, isn’t it? We have been involved in ‘quality partnerships’ over the years where it has been a tick-box exercise and nothing has really been delivered, you just sit round a table for three or four hours. This has to be more than that – it needs to have clear actions and deliverables; it is down to us to nurture control I guess with the colleagues at the local authorities.”*

## KEY AREAS OF SUPPORT REQUIRED TO IMPROVE SERVICE PROVISION

There are a number of areas where operators would welcome additional support from KCC. Many believe KCC need to play an active role in promoting bus use, modal shift, communicating the benefits / options available to travel by bus and reducing incentives to travel by car. Findings from the KCC 2020 Bus Perception Survey support this with over half (56%) of non bus users claiming they do not travel by bus because it is easier / more convenient by car and 42% claiming they do not travel by bus because it is quicker by car.

*“It has to be the right service levels for the right market with the right activity with the right price, not necessarily meaning cheap prices. The single most important thing in making the service more reliable and the single biggest thing you can do to grow the market and to ease congestion at the same time is to tackle modal shift. That needs to be a huge part in KCC’s strategy with KPIs set against that.”*

*“Help communicating the benefits of travelling by bus. Getting the public to overcome the perception of travelling by bus. It’s different to when people used to go to school.”*

*“It’s making sure that bus priority is first and foremost in transport planning. People aren’t going to just wake up one day and decide to travel by bus. We need initiatives to get them out of their cars, any action to continue car use will only prevent this from happening.”*

*“What’s the point if buses have to sit in the same traffic jams as cars. Why would people travel by bus if the bus is there sitting next to them in a jam, there’s no benefit.”*



*“We need to appeal to a different type of customer now. The same people won’t travel by bus now than before Covid. We need to appeal to a younger audience as well as commuters / people travelling for leisure and show them that buses is a good option to travel with lots of benefits.”*

Functional support / enhancements underpins the support areas put forward, together with detailed planning to help achieve a more consistent service delivery and a reliable service to the end user.

1. Improved and ongoing consideration of the bus service in KCC’s role as the Highway Authority – planning / developments, road schemes, roadworks / disruption

*“I think we need to put everything through a “bus filter.” This needs to happen as part of the EP. We need Highways on the team to be ‘BUS’ focused.”*

*“Highways are the primary issue – certainly in East Kent. Highways are an absolute nightmare. But it can be achieved, with proper regulation and planning. East Sussex regulate their highways / roadworks disruption etc far better and far more than Kent.”*

*“In all places where we run buses the big issue is housing developments. There is no consultation. Water companies and electric companies are always consulted when it comes to housing developments but there is no requirement to consult bus operators...this is a golden opportunity to get money into the industry and get more people onto buses and that is within the Council’s control.”*

*“Bus priority needs to happen really early on. Otherwise, there is nothing but problems.”*

2. Support with parking enforcement / strategies to limit influence on running an efficient service / service reliability

*“With parking enforcement, we have employed (but not at the moment while Covid is on, we can’t afford to) policing for a few years and that has been really successful to help look after the buses running better, we have followed that up by having a dedicated parking warden just at bus stops...who reports daily to our Control Room on one of our driver’s radios to say ‘there is a parked car blocking the road here’ and they can go straight there and give them a ticket. We need help policing this or preventing this from happening as it affects the service we can deliver.”*

*“Parking enforcement is a key issue. So many people park illegally – it means no buses can’t get through. We couldn’t run buses for 3 hours before because of the parking illegally. Something needs to be done. We’ve got photos of evidence, but something needs to be done.”*

3. Support / advice concerning the required investment in electric buses and the degree to which they are required across the bus network (taking into account operator size and type)

*“Electric buses are a significant issue. It doesn’t matter if you run buses twice a day or sixteen times a day. It’s the capital costs. Network conversions costs, battery times, charging. Would need to buy about 16 extra buses just to keep the service going. Couldn’t get an electric bus to run all day. The range is so poor – we just can’t make this work.”*

*“We trialled it and it gave up after half a day – I’d have to buy 50% more vehicles to cover the cost and the vehicles that were in being charged that had run out of range.”*

*“The idea of electric buses, for us smaller folk, it wouldn’t work for us – never in a million years could we do it. It would kill us commercially. I might as well go home because there’s no point.”*

4. Additional facilities / infrastructure for passengers with disabilities / wheelchair requirements

*“It is not easy to get wheelchair passengers on and off, with the current tools we have at our disposal it isn’t really practical for maintaining a speedy service.”*



*“It is about having the infrastructure on the ground. A little while ago we did a survey and of the 100 bus stops, we served for home-school transport there were only two where we could actually put our wheelchair lift down on. If we can’t really use them at a whole host of places where we are picking people up and dropping them off, then are we really just ‘ticking a box’ and not really doing it correctly.”*

*“Accessibility from a passenger perspective it is not always easy to get off the bus, or you can’t get close enough.”*

## PRIORITIES FOR BSIP AND ENHANCED PARTNERSHIPS

At the end of the workshop, operators were asked to select up to five priorities from a prompted list of eighteen to include in the BSIP and Enhanced Partnerships. The chart below is based on the response of 23 operators participating in the workshop.

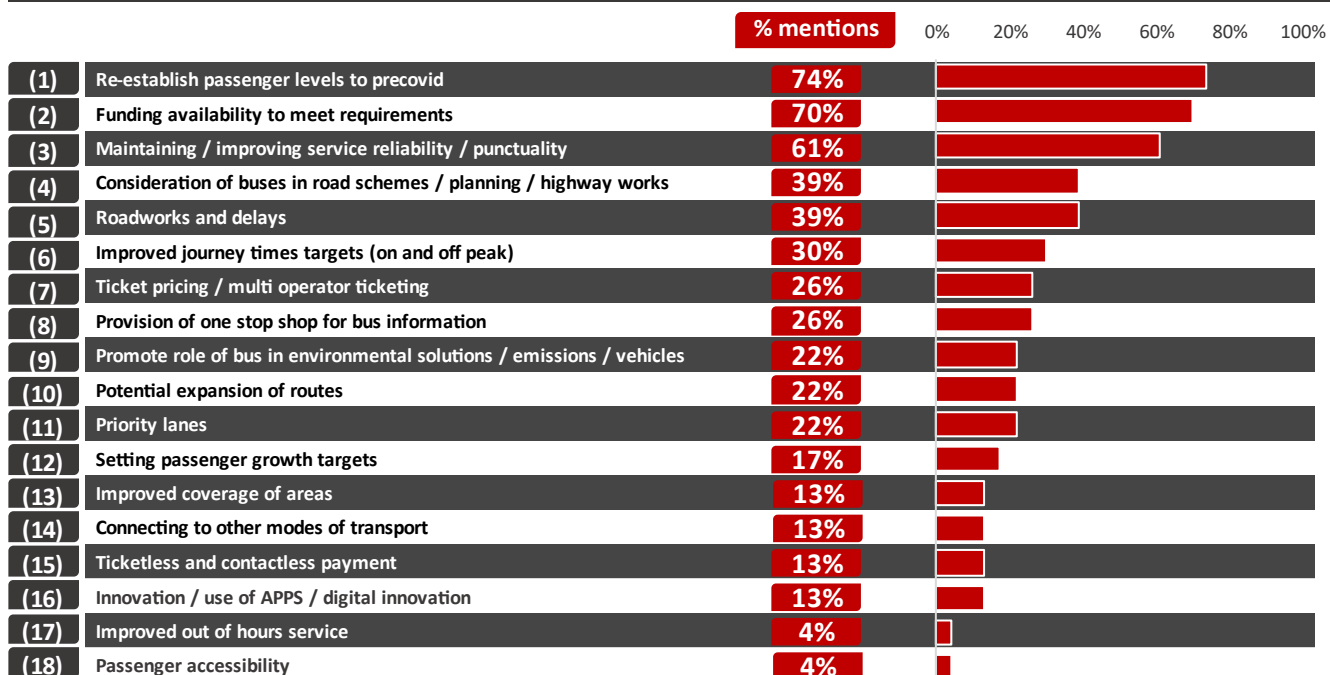
The top priorities amongst operators are re-establishing passenger levels to pre-Covid levels, funding availability to meet service requirements and maintaining / improving service availability / punctuality. Whilst there is appetite from operators to plan for and develop growth and service enhancement initiatives, the current battle with getting back to pre-pandemic levels is a front of mind concern, evident throughout workshop discussions.

*“We very much support Kent’s approach and Medway’s as well. I think the challenge is huge – with the Bus Strategy from our point of view, half of me is really excited by the opportunity, you’ve got a government who for once are interested in buses, and half of me is petrified by the challenge and the timescales and what we have got to deliver and how quickly. I think the biggest challenge is that a lot of the information has been drip-fed – the KCC Public Transport team are writing policy around half of the guidance that they are going to get – so it is a real challenge, especially around funding and things. The other big challenge is that we are doing this after Covid, so we are going into it with reduced patronage. As an industry our networks are propped up with government funding currently and it is very unclear what is going to happen when that is reined back or replaced and whether the network is going to have to adjust to new patronage levels. I think on the whole Kent are doing it the right way in engaging people and looking at it logically – I think as a whole it’s not going to be an ‘immediate win.’”*

The KCC Public Transport Team estimates that bus use is at an estimated 65-70% of pre-Covid levels since restrictions were eased in July 2021. The KCC 2020 Bus Perception Survey reported a reduction in likely bus use with 23% of a 1,400 sample of Kent residents travelling by bus prior to the coronavirus pandemic and only 16% planning to travel by bus once restrictions eased. The main contributors to the likely reduction in use were safety perceptions, the convenience of travelling by car and only using buses for essential journeys or if there were no alternative modes of travel.

The second tier of priorities are consistent with the functional support areas put forward by operators; consideration of buses in road schemes / planning / highways and roadworks and delays. Improved journey times targets, ticketing and one stop shop for information were selected by around a quarter.

## OPERATORS' TOP FIVE PRIORITIES FOR BSIP AND ENHANCED PARTNERSHIPS



Please rank your top five PRIORITIES for the BUS SERVICE IMPROVEMENT PLAN and ENHANCED PARTNERSHIPS, with 1 being your absolute top priority through to 5? Base: all answering (23)

### FEEDBACK RECEIVED FOLLOWING WORKSHOP

KCC have been collecting detailed feedback from operators since the face to face workshop took place in June 2021. Feedback received to date includes suggestions for innovations, infrastructure bus priority measures and network development suggestions. The specific detail of the bus priority measures suggested can be found in the Appendix.

### SUGGESTED INNOVATIONS

- Improved infrastructure and bus priority in specific areas (see Appendix A for more detail).
- A targeted effort by KCC to minimise road works/closures on bus routes would allow a 'breathing space' and perhaps instil a new faith in bus reliability – prior to any large-scale changes (e.g., DRT replacing local bus) arising from the BSIP. Recovery is being severely hampered by the volume of road closures/bus diversions which has had a huge impact on bus service reliability especially in rural areas, where previous levels of reliability were high.
- Co-ordinated marketing and PR campaigns, for example:
  - An initiative involving schools in order to encourage children to use the bus. This could be targeted at school gate drop off zones, where parent cars often congregate.
  - A county-wide marketing campaign encouraging bus usage, looking at real costs of motoring and car ownership against bus travel.
  - A communications campaign to vulnerable passenger groups (including Kent Karrier members) could show how safe travel is post Covid. This might include some videos showing passengers on journeys, including their comments on how they have found the trip. Engagement with Over 50s forums, Age UKs and other relevant bodies would be useful.
  - Advertising, assurance of clean vehicles and the safety of passengers whilst aboard.

- Subsidised discounted fare offers.
- More family type (discounted) tickets to encourage family travel. Advertising/ promoting bus services.
- Having clear local area bus route maps.
- Increased parking charges in town centres / cross subsidy for buses.
- Restrictions on cars entering town centres, or congestion zone style charging.
- Minimisation of roadworks on bus routes.
- Town centre events such as “Elmer” in Maidstone to make town centres more attractive destinations.
- Introduce tap on and tap off readers to speed up journeys and enable capping.
- Stability in concessions payments throughout life of BSIP to allow stability to return.
- Fares promotions could be considered but with the current industry-wide staffing difficulties operators are wary of encouraging further patronage that they may struggle to serve.

## SUGGESTED NETWORK DEVELOPMENTS

- Evening and Sunday enhancements – the amount of which will depend on number of services and levels of enhancements. Further detailed discussions would be required with KCC to specifically identify routes and uplifts.
- Some suggestions that focus needs to be on the maintenance of existing network links rather than supporting new services as new services are unlikely to be sustainable in the long-term post Covid.
- There are a number of rural areas which would benefit from DRT across the county. Details of areas it would serve, and costs would need to be discussed with KCC. Areas to consider include South of Dartford/Gravesend, Sevenoaks, Southeast of Maidstone, Medway Valley, Kings Hill/West Malling, and Sheppey.
- Sittingbourne to Kent Science Park and Highsted Valley is an emerging development scheme, including 9,250 new homes, a secondary school, 4 primary schools and an expansion of the exiting Kent Science Park employment hub.
- Thistle Hill and Barton Hill, Isle of Sheppey. The Thistle Hill site is an established housing development on the southern part of Sheppey, which is to be augmented by the Barton Hill development with a further 1,500 new dwellings. It is proposed to link these areas with a combined service, direct to Sheerness.
- Stones Farm, Sittingbourne is a large housing development to the east of Sittingbourne. It will include 600 dwellings.
- Iwade East and Amber Field, Sittingbourne (compromising land north of Quinton Road, Pheasant Farm, Bramblefield Lane and Great Grovehurst.
- Murston and Great Easthall. The Great Easthall development is scheduled to have between 500 and 800 dwellings and is already established in part. Due to recent network alterations this area does not currently have a bus service.

- Accessibility is the key issues to our passenger groups. Compaid's Kent Karrier services are door to door, collecting passengers from their homes. However, if our service is to integrate with mainstream bus routes, the accessibility of those onward services needs to be assured to avoid discriminating against vulnerable passenger groups.
- Age related entitlement to the Kent Karrier dial a ride and shopping bus schemes does not begin until 85 years of age. A reduction in this, perhaps to 75 years of age, would increase patronage of this fully accessible service for Kent residents who can't use mainstream public transport.
- Better routing of school services, particularly those carrying SEN children whose time on vehicles should be kept to a minimum would be advisable.

# PUBLIC ENGAGEMENT PLATFORM

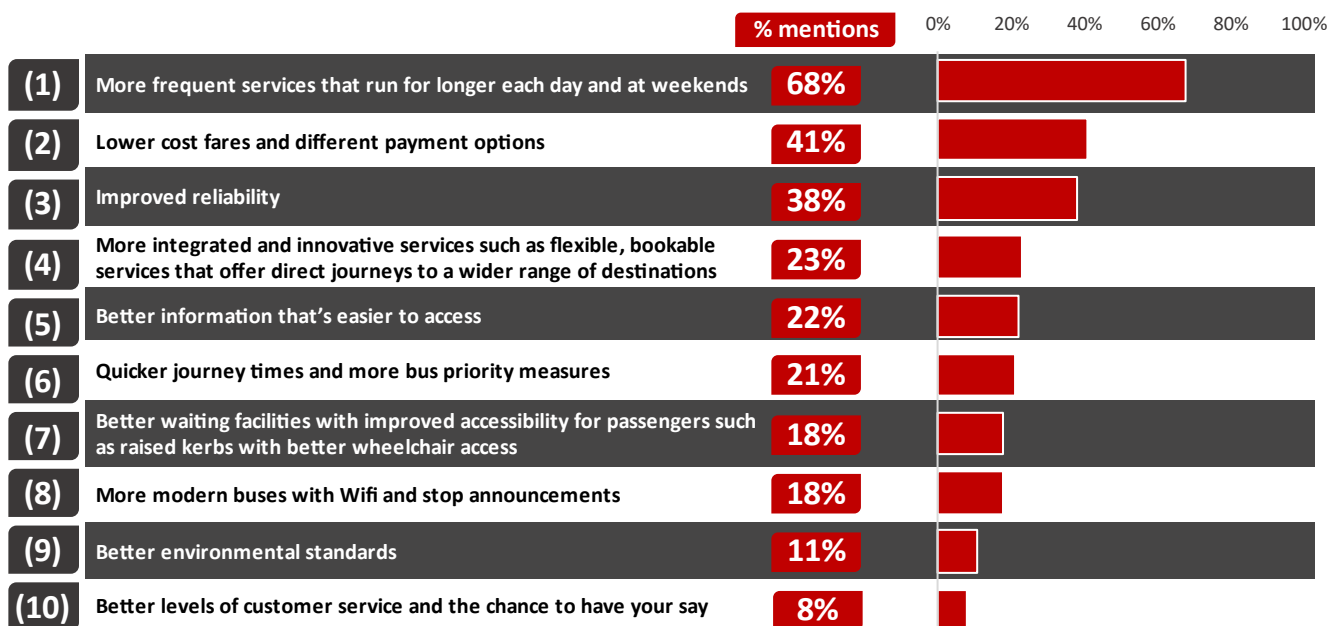
## FACTORS THAT WOULD MAKE USING BUSES EASIER AND MORE ATTRACTIVE

Between 28<sup>th</sup> June and 27<sup>th</sup> August 2021, users of the consultation platform were asked to select up to three factors from a prompted list of ten that would make using buses easier and more attractive. 3,409 consultees took part. It should be noted that it is not possible to identify who took part in the consultation and whether those that took part are bus users or non-users or any other demographic information.

The highest-ranking factor in making buses easier and more attractive is more frequent services that run for longer each day and at weekends at 68% of mentions, followed by lower cost fares and different payment options at 41% of mentions and improved reliability at 38% of mentions.

Broadly equal proportions (between one in five and a quarter) selected more integrated and innovative services, quicker journey times and more bus priority measures and better information that's easier to access. Whilst we cannot explicitly state the case, it is likely that these service areas are particularly important to specific demographic and geographic subgroups of the population (e.g., residents / care for residents with disabilities and rural areas). Only 8% selected better levels of customer service and the chance to have your say.

## FACTORS THAT WOULD MAKE USING BUSES EASIER AND MORE ATTRACTIVE



What are the things that would make using buses easier and more attractive for you?

Base: all answering (3,409)

Parallels with other research conducted further validates the overarching priorities for improving bus service provision:

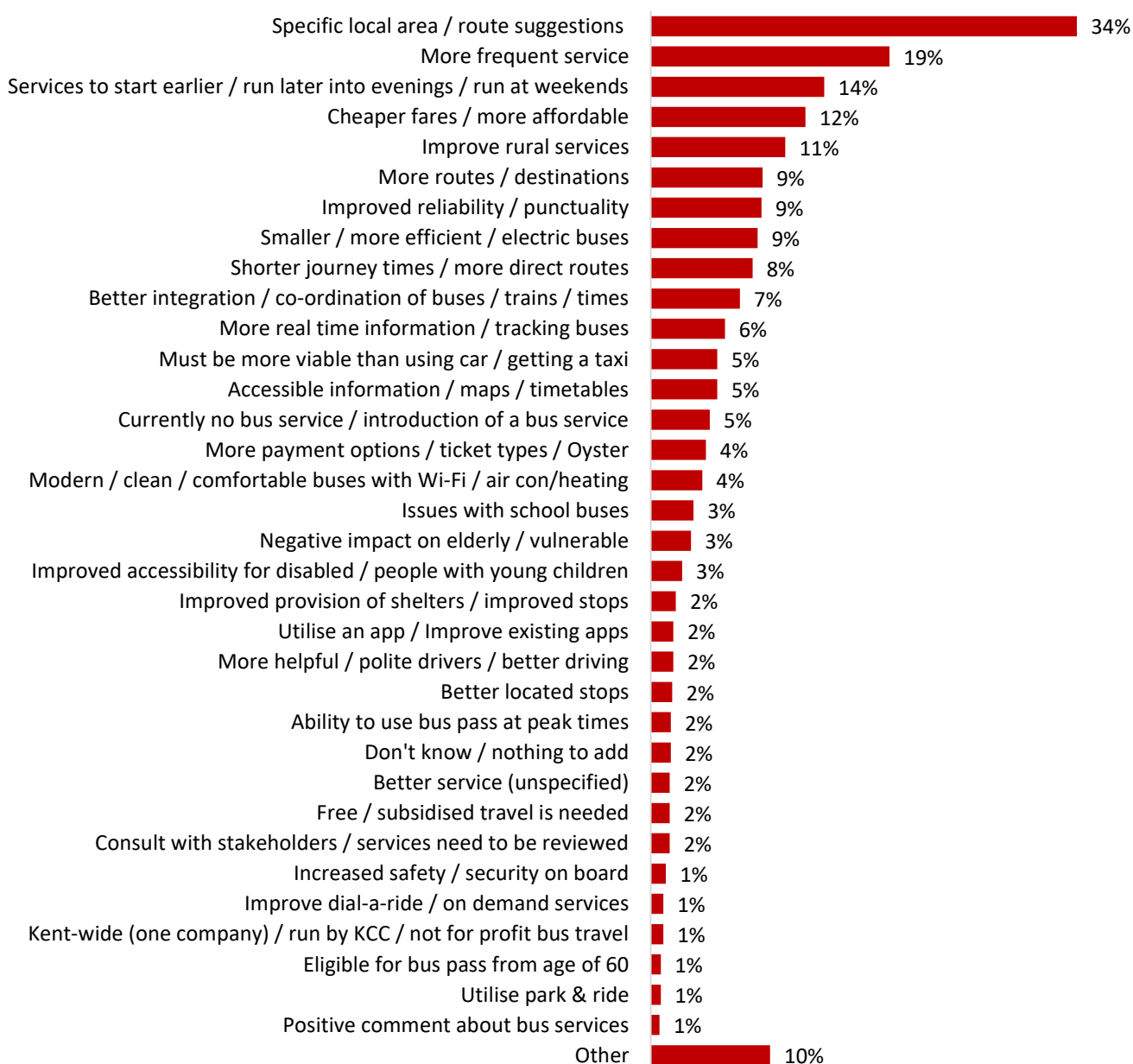
- The National Bus Passenger Surveys conducted by Transport Focus with punctuality, frequency / routes and bus design / comfort / condition identified as the top suggestions for improvement.
- Qualitative feedback captured as part of the KCC Big Conversation consultation in terms of what constitutes a 'good bus service'. The key factors identified were a reliable service, a frequent

service, a flexible service, affordable fares, punctual / timely arrivals and or departures, safe journeys, polite drivers and a service that operates evenings and weekends.

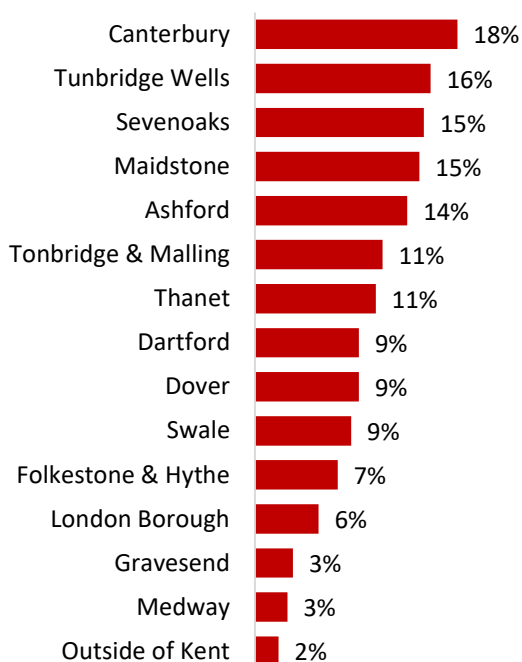
## SUGGESTIONS FOR BUS SERVICE IMPROVEMENTS

In addition to the closed improvements question, users were also given the option to enter a free text suggestion on how KCC could improve the bus service in Kent. The team at Lake have reviewed the comments made and have categorised them into themes for the purpose of reporting opinion on this report. The proportions of mentions for each theme can be found in the chart below and are based on the 1,826 comments received to date.

A number of suggestions were put forward and as perhaps expected, the most common suggestion put forward referenced improvements to specific routes / stops at 32% of comments. The next most common suggestions are consistent with response to closed question of factors that would make using buses easier and more attractive, namely more frequent service, cheaper fares / more affordable and services starting earlier / running later into evening and at weekends. 11% suggested that rural services need to be improved and 9% would welcome more routes / destinations to be included in Kent bus provision.



We have explored the specific route / stop destinations in detail and the chart below depicts the districts where these suggestions have been put forward.



We have reviewed the service specific suggestions put forward in this exercise and have combined them with the service specific suggestions captured in the second set of questions on KCC's Public Engagement Platform. As noted previously, the feedback collected from this exercise is detailed in a separate report 'KCC National Bus Strategy – Service Specific Feedback Report'.



# STAKEHOLDER ENGAGEMENT – FIRST WORKSHOP

## TOP OF MIND RESPONSE TO KCC PRINCIPLES

First impressions on KCC's overall approach to the National Bus Strategy are positive and in keeping with feedback from the operator workshop. The majority agree the principles outlined are 'steps in the right direction' and 'ambitious for the sector'. There is excitement about the prospect of real change and the benefits that could bring to Kent residents.

*"It looks quite exciting, and it looks like lots of thought has gone into it. From our service users, more frequent buses and rural areas are definitely areas that need some improving and help our service users to perhaps access buses a bit more easily. The 'accessibility and information' would be good as well."*

*"I think the scheme itself has potential – we have areas where we do hear 'why are services being reduced or changed?' and that is going to upset some people and benefit others so I think just having a general collective, where if problems are happening in one area then it might be the same problems that are happening in another area or it might highlight solutions that have been used elsewhere across the district, then yes all in all it should be an interesting project."*

However, there is also a sense of trepidation and concern for whether the scale of change required is realistic with the likely funding required as well as the timescales involved.

*"My initial thoughts are that there is quite a lot to do in quite a short space of time!"*

*"I think the greater focus around bus services is welcomed, as long as we can achieve a better level of collaboration than we've had in the past and there is also leverage, additional funding. It's been a real struggle in the past.... just knowing exactly how that would work under an enhanced partnership structure. I think KCC is still working that through."*

*"Obviously this is very positive for me, I'm more of a 'glass half empty' person so ultimately I think how much the government funds this will be the 'proof of the pudding' really, especially coming out of Covid the industry is struggling to get the numbers back, the key thing is how well the government will support this – whether it is a flash in the pan for one or two years or will it need 10-15 years support to drive change. But it is very positive what Kent are doing."*

*"Seeing that a significant pot of money has been raised already is good, with good funds you can do some good stuff, it's just making sure that it's not just a 'one time blast' but instead is something that you can build really good foundations with so that is really good."*

*"How we get any additional funding? It's very difficult...Is what the government is looking for realistic for the circumstances that we're in? You know, a multi bus operator environment across such a wide area, I just feel a bit nervous about it. But at the same time, it's absolutely vital to all of us to improve our bus services. So, we want to be part of it and do as we do as much as we can to, to continue working with partners."*

There is also very front of mind concern whether Kent can, and should, be treated in the same way as London which is structurally different and developed with public transport consideration at its core. The contrast of Kent with tight road structures and rural/urban mix is seen as a challenge across the majority of stakeholders present.

*"One of the biggest challenges the County Council is facing is one with this traffic priority for buses, and particularly when we look at our A2 corridor, which in many areas is really tight in terms of moving traffic and that sort of thing, to try and get some infrastructure in place to give buses that priority over other traffic, I think it's going to be a real challenge."*

*"The cynical part for me is that the opening gambit around this is that government's ambition is for people to have a London model with priority measures, and I think that's incredibly ambitious when you look at an area*

*like Kent's where there is so much diversity within its geographical structure, and you've got those rural areas, and you've got narrow lanes, and some of those challenges that probably a major metropolitan area doesn't have."*

*"It's going to be the age old things of making the buses come when people want it, which ultimately is always going to be difficult because people would like a bus like in London where it's every three minutes and they you know, they complain if it's if it's four minutes with ultimately, that's not going to be completely achievable in our locations at all."*

Bus priority measures are considered a requirement across the County to encourage bus use and improve reliability / punctuality. However, there was debate as to whether bus priority lanes were always appropriate / possible across the board or whether traffic signalling / infrastructure could be developed in certain areas as an alternative; with the latter requiring less highway redesign and more appropriate for Kent's roads.

*"It's good that the government wants to put in bus prioritisation measures, but our experience in West Kent is that we've actually taken them out. It's not because we're anti bus. It's because we're having to take a holistic approach to our key corridors and actually, where you can't provide a continuous and high-quality level of prioritisation for the bus, some of the measures that we've had in place on the example the A26 Tunbridge Wells and A20 through Larkfield into Maidstone are not really providing a substantial benefit and actually to the detriment of overall traffic flow. So, we've taken measures out and then factor into that the agenda around active travel, walking, cycling. And actually, what we've got is a fight over available road space. It's very challenging to square that. I think if we could look at prioritisation of signals, and maybe there's some form of technology that can be installed on buses. So, signals are prioritised for the bus. I think that could work quite well, but it doesn't require major highway redesign."*

*"You can use traffic signals, so that buses get prioritised if on a bus route. You have smart traffic signals that know when the bus is coming and make sure that the signal has changed to give the bus the priority, and bus gates through residential areas so that the bus can get through but nothing else can. We're going to put one in Whitstable with camera enforcement to make that work. That's a new development that the developers paying for."*

## KEY AREAS OF SUPPORT REQUIRED TO IMPROVE SERVICE PROVISION

Stakeholders put forward a number of areas for KCC to actively consider in the development of the Bus Service Improvement Plan and initiative development based on the geographic areas / user groups they represent. All of the themes reported below were raised in each of the three qualitative breakout discussions.

1. Prioritising travel by bus over other forms of transport – consistent with operator feedback, many believe KCC need to play a more active role and definitive stance in promoting bus use. The benefits and options available to travel by bus need to be emphasised to encourage modal shift and reduce the incentive / convenience of travel by car.

*"We're in a quality best partnership with Stagecoach and made amazing progress in the first 10 years. We doubled patronage in that first 10 years, which was really, really good. It has dropped off a little bit since then and I think it's really important that we have the little things like improving bus shelters and bus stop infrastructure and we have the great big things as well like the bus rapid transport schemes, and taking lanes out for all vehicle use and converting them for bus lanes and cycle lanes, but making sure that there's a reallocation of road space, and all of the infrastructure things that make a difference that actually make the bus trip more attractive to people because it's faster than going by car."*

*"I wonder if some of the barriers are just too great still, one of the things that concerns me is that across Kent, and especially on some of those really busy urban routes coming in and out of town centres, we have real space*

*constraints. So while I agree I think prioritising bus lanes, prioritising buses to make it a more attractive quicker solution, the bus speeding past the traffic is absolutely where we need to be but is it actually achievable in Kent because I'm conscious of some of those busy routes where we do have air quality problems and I think it would be extremely difficult unless we had a really harsh strategy in Kent and said sorry buses come first. Unless we do take that really harsh approach, I'm struggling to see how we can make buses, that really attractive option without other things happening. People want the quick, cheap, simple solution that fits in when they want it and standard timetables and everything else doesn't seem to match to that agenda. So definitely all of the demand responsive transport pilots that are going forward, all of that, I think is transforming the way that the bus networks operate. It's making sure that we're absolutely clear what those barriers are and really getting into the nitty gritty of getting that customer feedback."*

*"There are some sticks as well as some carrots. The sticks could be to motorists that car parking prices could increase or reduction of parking spaces, or removal of road space so that the bus is more attractive. It doesn't always have to be about the bus getting better and better, it can be about the motorists being at the bottom of the mode hierarchy at the same time."*

## 2. Further develop understanding of all barriers to bus use (amongst users and non-users) and implement strategies to overcome these as much as possible.

*"It's looking to the future and making sure that you can encourage people to leave their car at home and use an enhanced service."*

*"Getting people that don't currently use buses at the moment. We are a 2-car family so why would I go and get on a bus when I can drive somewhere? Okay I might have to pay for parking or use local knowledge and I don't mind a bit of a walk either, I'm not necessarily going to park right in the centre of town or city that I'm visiting, but where is the incentive for me? Maybe there needs to be some kind of promotion or incentive for people like that – it may be nice to get on the bus and you don't have to worry about things like parking, especially parking in seaside towns, which in Kent we have a lot of – parking prices are going up and people don't seem to mind paying for parking but what they do mind is paying a high price for a bus, why is that? Maybe some of that needs to be looked at."*

*"I think we can do as much as we can with the bus and there's more we can do. But I feel like it just won't be enough because in most people's minds, driving is still convenient and car ownership is seen as a good thing. I appreciate that culture is not universal anymore and particularly for younger age cohorts in large urban areas, given the cost of living, they're moving away from car ownership. But I wouldn't say that's the case in the suburbs, in the regional towns, we are rapidly moving towards electric car dystopia, I've heard it described as unstable, we will end up with is the same levels of congestion, the same levels of car ownership, we might deal with some local emissions issues, but actually, we're probably not really going to shift travel behaviours. Unless we start to put in low emission zones. We need to put up the cost of parking in town, but you know, the pressures to not do that are huge at the moment, of the vulnerability of our town centres since the COVID challenge."*

*"It would be useful to understand the demographic of people responding to the consultation because if you had that demographic information, what you might find is, is that your priorities would change with a different demography of people responding. So, it's a really interesting starting point, I'm not surprised about the feedback on fares, I nearly had a heart attack when I got on the bus the last time, I used one. We need to make sure that we are considering the needs of everyone and not just scratch the surface and this needs to be ongoing."*

## 3. Designing services that meet the needs of the end user as opposed to trying to fit the traditional approach to running a bus service into residents evolving requirements and lifestyles (particularly in the content of the pandemic). Testament to the work conducted to date, many thought continued exploration and engagement was key to long term change and ensure priorities are relevant to increasing bus patronage.

*"Ultimately, they need to be about getting people from A to B, affordably regularly, easily, without adding to impairment or issues that people have and not for profit. I can get from one city to another city on a train for*

*about half. Kent is exceptionally expensive, and it has to change. Also, there are no sanctions, if the operator is in the wrong, there's nothing in any national strategy that says if you don't fit these terms of references that benefit the customer, we apply sanction to you because a sanction would make them pull their socks up. That needs to change."*

*"It was a real shame. I did think Arriva Click might be some sort of revolutionary idea that will get people on board buses, and I think it just fell because we just couldn't get the numbers. The people that were using it had nothing but positive feedback on it. It was getting away from the old-fashioned view of the bus in so much that it was all leather seats, they would they were well spaced they had Wi Fi, they have USB charging, small features like that made it appealing. It was a real shame that we lost that service."*

*"There aren't enough seats for people with shopping trolleys, older people tend to use shopping trolleys, the bus stock isn't designed for the demographics. So, there's only ever one wheelchair space, people who are disabled tend to hang out with people who are disabled. So, you can't both travel on the same bus. If you've got one bus an hour, that doesn't work, if you've got 8 elderly people, older people with shopping trolleys, you can't physically fit them in the seats, if you've got seats piled up to stack commuters in with legs to the side, you can't do that as an older person because your hips don't work. The structure of the bus needs to be different."*

*"There might be buses for the school run, but not before the school run. Then there might be commuter buses at half past five to suit a nine to five, but modern ways of working, especially for people on poorer incomes and women, our time zones aren't in the mix. So, I want to see buses work for mums with part time work or anyone with part time work, disabled people, older people, children and commuters as very separate demographics. I want speed and cost to be in the mix. I want those demographic maps in terms of how the bus companies determine that this is one area and that's another area, which I think they tend to do based on where a depo is, rather than where a certain hinterland of communities would go to."*

*"You've got to go back to who are the people using the buses? What do they need in order to use a bus? Rather than saying these are the buses we've got... How do we make more people use them and actually, some of that might be about looking at different types of vehicles and looking at different sizes of vehicles, and vehicles that are appropriate for different types of routes and vehicles that are structurally different?"*

4. Careful consideration, planning and management to provide a 'bus service' in line with the needs and requirements of rural areas. Whilst many are in agreement that conventional bus vehicles and timetables aren't necessarily suitable for rural areas and there is concern for 'empty buses' running, stakeholders would like to see innovative, affordable and efficient service in rural services.

*"Whilst we'd all like to see more services, what we don't want to see, and what residents tend to complain about is buses running around mostly empty, if not totally empty. Obviously, you've got to hold together a timetable, but no one's getting on it. And that's certainly the case in my neck of the woods, at certain times during the week, you see the bus running along, but people just won't get on it. And I know, we've got to try and make buses more appealing, and we've got to improve the passenger experience. And I think maybe that's at the heart of driving up patronage."*

*"The physical constraints of actually getting to some of these areas as well and if you're serving an area that's sparsely populated, then you're not you're just not going to get the frequency of service. So, I think that is really hard challenge for KCC to address."*

*"Other issues are mainly with people in rural areas and the frequency of buses and where they might have to move to in order to get a bus, it might be quite a long walk for them to get a bus and it's too far for them to go."*

*"Regarding the rural offer, the government's strategy does contain an element of raising frequencies, but you would need ongoing revenue support for a number of years for an improved rural service, but it might not be the right answer – it could be a 'demand bus' like a Medway-to-Medway mobility bus or Dial-A-Ride where you just phone up. It may not be the right solution to put a bus down a rural village every hour of the day, it will all depend on how other providers come into the mix as well. You've got to think 'best value for money' as well – money spent in a rural area means you've got to make choices elsewhere out of the budget so it's very tricky."*

*"I would like to see rural routes prioritised like urban routes. So, if buses break down on rural routes, we're often waiting two hours for buses because the buses broken down. I want rural routes to be prioritised and treated with equity as urban routes are, not equality but equity, which means that the outcomes are equal for us as rural residents. I want strategies to recognise that rural residents using buses tend to be poorer. So, they need cheaper fares. They need fair zones that overlap with other areas because they will tend to go longer haul because of the way that bus boundaries work in terms of maps."*

*"The journeys need to be quicker, because you tend to tack on extra villages as villages grow and change, the rural routes get very snaky and long. So, you can't get to places quickly at all. And that's exhausting, especially for an older and impaired demographic."*

**5. Consideration for bus services / routes / infrastructure in all aspects of development planning and ensuring any barriers / stumbling blocks are rectified promptly:**

*"One of the key issues is a lot of the districts have large new developments or strategic allocations within their local plan. And it's making sure that those services can adapt to service those new developments."*

*"Requiring developers to pump prime bus services to new developments and requiring them to make sure every single bus stop has got a bus shelter and it's got a high curb, it's got a timetable, all the rest of it. So, it isn't just Kent that's picking up the bill for all of this, and the government is picking up the bill for it, the developers are doing their bit as well."*

*"When new housing estates are built, there are usually parking issues around there. Normally the road is 'unadopted' to begin with and then it becomes 'adopted' but then you get a few traffic restrictions there – sometimes the roads are quite narrow, even though they may appear wide, until you then get vehicles parking on them, and then requests for restrictions come in. If we have to do a footway or verge parking ban we have to apply for a Traffic Order but the road might be too narrow to support that, which means you might have problems trying to introduce the bus service later so there needs to be future-proofing of housing estates to be able to have that infrastructure to have some kind of bus route coming into the estate but the bus has to be able to physically get in and out of the estate. I think it is something that needs to be considered with Planning Departments and things like that looking forward."*

*"Making sure it's linked, linkages to new local plans, and where new developments are going. I'm not quite sure how that will work in the future but making sure this isn't an isolated document. And that we can all do a bit more to look at that when we're developing our local plans and try to involve bus operators a bit more in that, and they are very keen to be involved, to be fair."*

**6. More consideration of passengers with disabilities and further developing buses / bus stops so they are accessible, safe and designed with all users' needs in mind:**

*"When you go and talk to people about Personal Care or Adult Social Care, they talk to you about the bus service, and the concerns they have about the bus service, because actually, for a lot of people, that is their primary way to be able to get out about connect to people and engage in their community."*

*"One of the biggest issues we have around bus services, especially for older people, is the number of bus stops that are close to their house so they can walk to it and once they get there, there's nowhere to sit so they don't use it. Some of those really practical things. Or just as an example, I went to an older people's forum, I think it was in Tunbridge Wells several years ago, and they said to me, we've got this lovely new bus station. It's absolutely brilliant looking but there's nowhere to sit that's safe for us."*

*"Part of the problem is getting buses to the bus stops – one of the key simplest most straightforward bits of transport policy you can do is getting clearways with raised borders. If passengers can get on and off the bus quickly...I have weekly battles with councillors where I can't even get a bus stop clearway outside someone's house because they will lose a parking space – that's at a very basic level but it can be cheap and straightforward and one of the quickest things we can do to get buses on time and help the passengers and disabled users and people with mobility problems."*



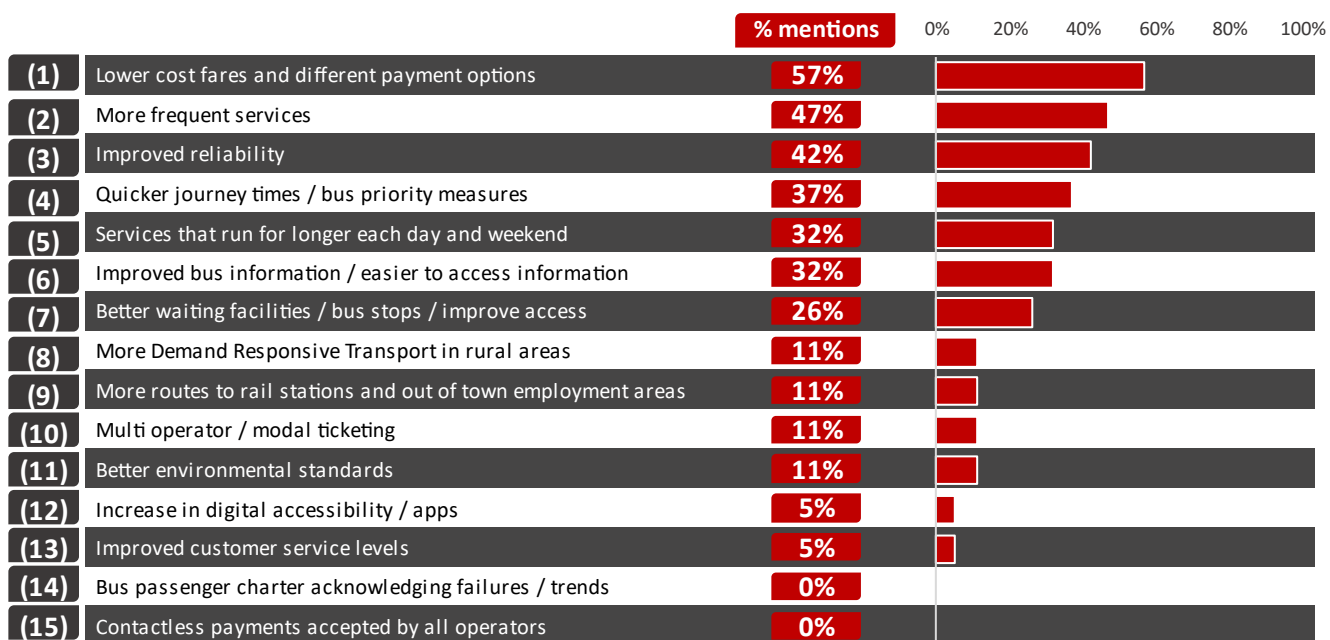
## PRIORITIES FOR SERVICE PROVISION BASED ON GEOGRAPHIC / USER GROUPS STAKEHOLDERS REPRESENT

At the end of the workshop, stakeholders were asked to select up to three priorities from a prompted list of fifteen for bus service provision based on the geographic area and groups they represent. The chart below is based on the response of 19 of the stakeholders participating in the workshop.

Response is less hierarchical compared to that of the light touch resident consultation; likely reflecting the contrasting needs of the stakeholders present. However, the highest-ranking factors were consistent with those of the resident public engagement platform: lower cost fares and different payment options (57%), more frequent services (47%) and improved reliability (42%).

Around a third selected quicker journey times / bus priority measures, services that run for longer each day and weekends and improved bus information / easier to access information. Also consistent with results from the resident public engagement platform, improved customer service levels was only selected by a minority (5%).

### TOP THREE PRIORITIES FOR SERVICE PROVISION BASED ON THOSE STAKEHOLDERS REPRESENT



Thinking about your area and the groups of people you represent, which of the following are your top three priorities for bus provision moving forward?

Base: all answering (19)

## INITIAL INITIATIVE / AREA SUGGESTIONS FROM STAKEHOLDERS

Some specific ideas were put forward by stakeholders during the workshop discussions that could be explored further with KCC:

*“What I would be very interested in going forward is data and understanding what the intentions are for expanding services so that we can map that to where our patients are and how that might link to our clinics and our sites so that we can ‘fly the flag’ to say that buses are a good way forward for this.” Kent Community Health NHS Foundation Trust*

*“At Darenth Valley Hospital there is really limited parking and staff have issues getting to and from shifts in awkward hours, that could be a really good win if there are extra buses put on. There are safety concerns for buses as well and it would be good to just get that reassurance from buses that prosecutions have been made and that complaints have been taken seriously from other passengers on the buses. The section about Ticketing – and this was raised in the presentation about the ticketing change - around using cashless cards and all of that sort of stuff – it all comes down to money but hopefully we will get some good wins out of it.” Gravesham Borough Council*

*“In Thanet, we are really quite lucky because we’ve got the loop service, which is a very, very efficient service and is well used, but it doesn’t serve all the town. So, I suppose from a Thanet perspective, it would be increasing that to serve more of the Thanet area, and particularly the rural areas that we’ve got.” Thanet District Council*

*“I think a big one is that we are right by the Dartford Crossing and when that goes down it gridlocks the whole thing. The perception of speed and that ‘we are all in cars and that will get us nowhere’ – I know we have Fast Track and that is pretty good, but it is just getting to those pinch points where the bus can just keep going.” Gravesham Borough Council*

*“With reading the front of buses, I was talking to a company last week and you can get a little Bluetooth device on bus stop poles which can send a signal to an app called SmartBus to a blind person’s device and it can audibly tell them what number the bus is – there are technical solutions out there that can help passengers.” Medway Council*



## STAKEHOLDER ENGAGEMENT – SECOND WORKSHOP

After a short update presentation from KCC on the development work taking place from the first stakeholder workshop, stakeholders were divided into smaller groups to discuss the initiatives generated by KCC so far. Priorities under eight areas were presented to stakeholders for discussion.

### NETWORK DEVELOPMENT PROPOSED INITIATIVES

A high level of agreement that these initiatives cover the key areas required under network development. There was discussion across both groups of stakeholders that immediate recovery from the pandemic is critical in terms of support. There was also commentary that a 'future focus', where possible, is also important to drive potential modal shift.

*"It's really high level, isn't it and it kind of needs to be so that it encompasses everything that it might need to pick up once you sort the detail out, so I was quite happy that it kind of covered everything."*

*"I think the first one is the priority at the moment. How we recover from the last 18 months and make sure we are back to where we were before."*

*"I'm thinking about an overview of how this work, how it might help modal shift. So, encouraging people that don't necessarily use the bus that much to switch to using it, rather than just from a map view of there's a gap here and there's a gap here. Obviously, we're looking at recovery first. But somewhere down the line is the idea of growth or recovery can come from new markets, not necessarily all the existing ones that have that have waned of late and I'm just trying to think where that fits in with this approach."*

Connecting people to work is considered important and an area of concern in specific districts / areas but also as a result of increased development / new builds / social housing where bus connections to work aren't currently available. The sub areas listed under 'Alternative Delivery Models' initiative (the next section presented to stakeholders) references the same priorities noted in the comments below.

*"We know from speaking to our clients that work is dependent on accessibility to public transport. It is one of the major factors as we find that these groups are least likely to own their own vehicle. You're probably aware of gaps in services, the Isle of Sheppey etc and across the county. But has anything been put in place to offer reduction for people who are looking for employment – like a reduction in fares? I used to work in London and there's a scheme for the Department for Transport in London, to offer half price fares on buses, and tubes and drones for jobseekers, and it increases the take up of employment."*

*"In some areas we have a bus service system that is out of kilter with actually what's happening in the real planning world, and how, where people live relates to where people work, and it has become totally disjointed. We've argued for decades, the whole system was wrong and much greater attention needs to be given to how people conveniently get to work. This is particularly important when you're dealing with social housing and developing social housing in areas where there isn't a good bus service for them to get to the places where they're going to be working. South Maidstone is a classic example where a lot of social housing has been pushed into the villages."*

*"I think with the amount of new housing and the high proportion of social housing that we will be having now and in the future. It's extremely important that we get the buses right and for the right purposes."*

DRT models are generally supported as an option to fill gaps that are difficult to serve with conventional services and seen as a route to encouraging bus use across a wider spread of demographics. However, it is also widely recognised that making them commercially viable is challenging.

*"It would be great to see a commercially viable, wide scale DRT model. We haven't cracked it yet. I think if we could get it to work, then it will give people what they want, which is a journey, that pretty much goes when they wanted to go and they can consider it more of a realistic alternative to the car."*

*“DRT, I would think could work for everybody, because people in urban areas increasingly, particularly younger generations, don't want to have a car can't afford to have a car housing is extortionate, we've seen over the last year, house prices jumped massively. The cost of living is huge pressure, on tight budgets. So if we could get the DRT to work really, really well. I think it may be one approach.”*

Reference to the proposed Memorandum of Understanding (MOU) with local authorities sparked conversation in both discussion groups. Hypothetically speaking they are seen as a positive move forward and it is recognised that partnership working will be required to bring about change in local areas. It should be noted that an element of flexibility / consideration of local priorities is considered important in putting the MOU into practice as opposed to a Kent wide agreement.

*“I think that the memorandum of understanding with the districts is very important, because it picks up the issues like planning and parking, which includes pricing of parking in some places, but also enforcement. Those things are completely key to getting new people on onto the network as well, aren't they?”*

*“I think that there's things that are specific to a district like parking enforcement, and I think that it would be reasonable to say that they would prioritise enforcement of a stop clearways if there's a known problem, they would be able to do targeted reinforcement, for example, and it wouldn't be unreasonable for a district to say that they would ensure that the provision of bus services and bus facilities is looked at in within planning applications. So as much as possible is delivered by a developer, because that sort of helps all of us out and it puts buses at the forefront of residents when they move into a development. They know that the bus service is there, these are the things that come under a district's remit and I don't see a problem with signing up to some sort of understanding of that.”*

*“I'm very interested in the memorandum of understanding which you are expecting the districts and the boroughs to accept. I think they may well have to be quite bespoke, potentially to each different district and borough given the differences of geography. Each different district will have different priority levels and if you're going to be putting in bids for money for different aspects, then in that memorandum of understanding, we need to be about joint leading and really good partnership. We'll probably need to look at more discussion and fleshing out exactly what the priorities will be so that we can see the gains for this area. It will be coming to that jointly and agreeing that together so that we're equal leaders in it as well as at an operator level. True partnership work and really good conversations.”*

## ALTERNATIVE DELIVERY MODELS PROPOSED INITIATIVES

In addition to DRT considerations covered in under the ‘Network Development’, stakeholders support the initiatives proposed under ‘Alternative Delivery Models’ and thought the area is suitably covered in terms of suggested initiatives.

*“I think they're spot on. They are all ideal initiatives to include. We're looking at a BRT system for a housing development of four and a half 1000 houses, which it's stalled in planning consent for about 10 years. So, nothing's happened yet, but that's a central part of that development that they have a rapid bus service.”*

The Fastrack service was complimented in terms of how it's delivered and the service given to the residents who use it. However, it is recognised that such a service will only be possible in certain areas of Kent where the infrastructure permits.

*“I think Fastrack is a shining example of how to get a developer to pay for it and then I think I'm right in the bridge development has live information about fast track so that residents all they need to step out the door and a bus is waiting for them. That's got to be the exemplar of how to do it. But that won't work in a lot of Kent because a lot of Kent isn't built up enough for that to work properly. It's an absolutely amazing example of how to make it work.”*

BRT schemes are considered valuable in providing a reliable bus service and generating additional demand for bus use. However, consistent with discussion with regard to the Fastrack service, there were only a few areas put forward where BRT could be considered a possibility. Stakeholders found it difficult to suggest areas where infrastructure could allow BRT schemes to work.

*“I think the one that springs to mind is Tunbridge to Tunbridge Wells, where there is a strong place at either end of the route which would generate demand. And already from bus lanes in the middle. There are other corridors in Kent but the major limiting factor is where you would be able to put in new bus priority lanes without a tremendous fuss from residents or businesses along the road. But the one in Kent that really already has the makings system with Tonbridge to Tunbridge Wells on the A26.”*

*“BRT is great. But it's a scale issue, isn't it? I'd love to see some of that in Tonbridge & Malling on our key corridors, but we don't have growth on a scale of Ebbsfleet Garden City. So, what are our options? It's usually just adding on additional journeys or extending existing bus routes, it's that incremental and even then it's a challenge to keep it going and make it commercially sustainable. I mean, innovation is really challenging.”*

*“I've heard of other schemes that have been run in other parts of the country, where they have been going out to a technology park or industrial type zone, where you're not served by traditional bus. So, you've got a different market that you can fit, you've got working people who are used to paying their fair share, and I think all those trials have taken place so far. It's difficult even in that circumstance, where you're mostly dealing with people who are used to and offer payers to keep something like that, is definitely a challenge. No one's quite cracked yet. But, if you have the opportunity to test it out in a different type of area where that topic issue around paying versus not paying isn't going to be such a challenge, then that that might be something to think about.”*

## FARES AND TICKETING PROPOSED INITIATIVES

A high level of agreement that these initiatives cover the key areas required under fares and ticketing. There was discussion in both stakeholder groups that perception of value for money is important in the context of these initiatives; ‘are the fares good value for the service received and is this consistent?’.

*“There's a wider piece about your value for money rather than just purely cost. A good, well run reliable service is part of that factor in your head - Is it good value or not? You know, I pay this money and I'm stood here waiting is different from paying the same money it runs smoothly and went really well. So there are so many aspects are just about actual fares, but it's at the heart and the upfront payment for good service.”*

One stakeholder referenced that the principles need to explicitly reference that cash is still an option for payment (with particular demographics in mind). It was confirmed by the KCC representative that this could be more explicitly incorporated in the principles.

*“We must ensure that the opportunity to pay in cash is always still available. So there's a lot of emphasis on encouraging payments and ticketless and all sorts of integration, but people still want to be able to pay in cash. So I thought that maybe we could have that in there somewhere as well.”*

More flexibility in terms of ticketing access and innovation is welcomed by the majority and considered one of the components of attracting a younger / working demographic to use buses.

*“Beyond the options for ticketing, we had the Arriva click service for a while in our area and that I think that opened up buses to a particular set of people who have the option to be able to purchase a ticket on your phone and know where the bus is going to be and when it's going to be there. I think that's quite an interesting option. But obviously Arriva click wasn't financially viable so it didn't succeed. But I certainly think, some sort of electronic improvement in the way that the tickets are purchased would certainly promote the service.”*

In both stakeholder groups, the issue of fares for young people, aged 18-21, was raised and stakeholders discussed whether anything could be done to recognise that this age group have limited disposable income and may learning to drive / be looking for incentives to use / carrying on using buses.

*“Younger people, whether they be apprentices, or still in education, and there are different policies around at what age any kind of concession type stops. Because you get that cliff edge for those that are going to be 18 to 19 and there has been some success stories of where they've been initiatives bought in for that age bracket to encourage them to keep using the bus, because they might be moving towards driving.”*

*“The age and ticketing struck me. Under 21s who are on a lower minimum wage and so it's a huge outlay of a cost to get to work so there might be something there we should offer. 16 is the adult price, in which case there's quite a bit of conflict when you're a young person but don't have any ID and it just gives a bad feeling about getting on the bus, which of course you want to encourage young people to keep using the bus. So there might just be something about if we take the hit on Adult price, and which age you set that when you're earning more or something along those lines, if you're in full time education, which you are until you're 18 19 now by government, then we need to be able to support that.”*

*“I think there's a wider government level discussion to be had by the industry and the industry bodies to say we have a national older person scheme so why hasn't the government decided there's a national younger person scheme, where you could argue they are the taxpayers of the future? It's climate change initiatives, its changing people's behaviour. We've seen the older people get the benefit, but the young people at the start of their working careers don't.”*

In one of the stakeholder groups, there were discussions on whether bus use for hospital appointments could be considered for discounts / lower fares.

*“I wonder about bus travel to and from hospitals. I'm thinking about Darent Valley hospital and the congestion around there and whether there's any scheme offer for half price travel or something like this, where if you can prove that you're going to hospital for a hospital appointment.”*

## INFRASTRUCTURE AND PRIORITY PROPOSED INITIATIVES

Widespread recognition that there is significant variability across bus stops in terms of maintenance and safe access. Agreement that the principles in this area are important in bringing all stops to an 'acceptable standard' with the added possibility of innovation to encourage use.

*“I've noticed that in some of the parishes in areas of Tonbridge and Malling, there are some shelters that are in less than serviceable condition. It may be that they're infrequently used, or the shelter grant funding scheme doesn't quite have enough of an incentive but it's about time we do something about it. I know in previous years when working in Tunbridge Wells, we combined some additional funding to further incentivise that, and we had some quite good results in certain parts of rural Tunbridge Wells. It's all about the passenger experience, isn't it? We've got to innovate and we need to think outside the box and to try and make the buses as attractive as possible. So a bit of encouragement and partnership working might well resolve some of those issues.”*

In both stakeholder groups, there was discussion on whether real time information is appropriate / required at bus stops. Some felt that it would provide more reliable information to passengers, whilst others felt it couldn't be maintained across stops and may be too complex in practice. Traditional timetable access is considered important for those not accessing apps and in the event of technology failure.

*“As well as parish councils, we also have developers putting in bus shelters and with the infrastructure of bus shelters, very often there isn't enough information in them. So some form of digital information displays with solar panels to power them is, is very important. We have suffered in Kings Hill, from those being removed in the past, but I think we are now lacking with the digital provision of information, possibly in many other areas, especially rural, but as we're going to get hotter, then there'll be more solar power, the information should be there.”*

*“I think it's a demographics issue. If you're the sort of person that carries a smartphone, then it's probably not a big deal. If you're used to doing things on paper and paying with cash, then you need some additional information because you can't operate a smartphone.”*

In one stakeholder group, there was discussion surrounding the practicality of bus gates with particular reference to enforcement issues experienced. An issue that has been referenced in other engagement sessions.

*“In Swale, we have a number of new developments where bus gates have been installed, or as part of the design, to allow bus services to take shortcuts through into new estates. The issue we have is around enforcement and I don't think we have any bus gates that are actually functioning at the moment because of that issue. Invariably, these bus gates are blocked at the end of the construction phase, because there is no way of enforcing, and then you get residents complaining that they are being used as a shortcut. Whether it's a county wide problem I'm not sure, but I just wondered if that's where we should pick up a comment around looking at the wider issue around bus gate enforcement. When it comes down to when the estate's completed, invariably they are blocked off. So it's kind of defeats the objective than being designed in the first place.”*

## ENVIRONMENT AND AIR QUALITY PROPOSED INITIATIVES

A high level of agreement that these initiatives cover the key areas required under environment and air quality. As a result, comments on the initiatives were limited. One stakeholder suggested consideration of hydrogen fuelling as well as electric. A KCC representative confirmed that this is the motivation behind phrasing the initiatives as 'zero emission' instead of electric alternatives.

*“One of my correspondents said that we should try to partner with Rise in Herne Bay, which is making hydrogen to tether with your fuel so we can investigate fuelling with hydrogen buses. Maybe that's a bit too specific.”*

Further to the active promotion of environment benefits initiative, one stakeholder suggested that this could take a holistic view and tie in with wider use of low emission transportation.

*“The only thing I was thinking of in terms of environment and air quality is how the buses work with other low emission transport, linking to someone's preferences being more likely to take a bus if they can use lower emissions, if they could cycle there or linking walking and cycling and making sure all other activities are linked. So low emission connectivity across the public transport network.”*

## INNOVATION AND DIGITAL ACCESSIBILITY PROPOSED INITIATIVES

A high level of agreement that these initiatives cover the key areas required under innovation and digital accessibility and comments made focused on general agreement before moving on to the next set of initiatives.

## PUBLIC TRANSPORT INFORMATION PROPOSED INITIATIVES

General agreement that these initiatives are sensible and will offer the information that passengers need. However, there is some concern that offline information channels / timetable information is maintained for those that need it.

*“Increasingly and in public consultations are moving more to digital, and the feedback we get is ‘what about the people who don't have the access and the people who find that difficult?’. So I think there is an element there where there may be certain parts of your customer base, who are not going to find that access particularly easy. I'm not suggesting that that shouldn't be a sort of broad trend going forward, but I think you do you need to think about that as there's a sector of the customers there who will find that quite difficult.”*

*“Groups and demographics have got very different needs in that respect. It's very hard to find one solution. The younger people will want it all and all of that digitally easily with everything in one place. But there are other people out there who are not in that world, and who do still rely on more traditional older formats of doing things,*

*more paper based. And as we've discovered, technology does fall over. So if your phones just run dead, and you're a 16 year old at a bus stop having a timetable there or a countdown or something will actually be quite helpful."*

## HIGHWAYS AND NETWORK MANAGEMENT PROPOSED INITIATIVES

General agreement that these initiatives are sensible and comprehensive in terms of highways and network management requirements. A couple of specific comments were referenced with regards to engaging with developers on the development of the BSIP and further resource allocation for soft landscaping management.

*"I think you've done a really, really good job in putting all this together in a really short period of time, and it's pretty comprehensive."*

*"I think there's loads of useful things in this last section. I was just wondering whether you'd spoken to any developers about their bus service improvement plan as opposed to any private housing developers, etc? Who are planning?"*

*"Just a minor point and it's regarding the appointment of a soft landscapes technical support officer, I think there's a wider point around the management of vegetation on the highway affecting the running lanes. Mindful that obviously branches, etc do strike buses and cause damage. But also pedestrian cycle routes. I don't know whether there could be a broader initiative there to see additional resource going into the maintenance of soft landscaping around the highway. I do think it's an issue, particularly when the weather is wet and mild."*



## KCC BSIP PRINCIPLES AND INITIATIVES

Based on engagement activity to date (end of October 2021), KCC have identified a set of key principles and initiatives which have shaped the development of the BSIP and are reflected in the detail of the plan. These are:

### PRINCIPLES

<b>Regulation</b>	Form Enhanced Partnership Agreements covering all public buses in Kent, setting ambitious targets with respect to punctuality, journey times, vehicle quality and accessibility.
<b>Customer</b>	Put the customer at the heart of everything we do through developing a passenger charter agreed through Enhanced Partnerships and by developing the Bus Services Feedback portal.
<b>Network developments</b>	<p>Seek to secure all available funding and prioritise its use to recover from the pandemic and stabilise the current network, and further develop and enhance Kent's public transport through a range of initiatives.</p> <p>Undertake a countrywide and then localised network analysis to help inform the use of existing and new funding, with a view to providing service enhancements for rural communities where levels are currently lacking.</p> <p>Continue to support the development of the community transport sector in Kent to supplement the core bus network.</p>
<b>Innovation and digital accessibility</b>	Consider and embrace innovative transport solutions such as DRT and MaaS models as possible alternatives to the private car and make use of BRT where appropriate.
<b>Fares and ticketing</b>	Provide flexible and better value ticketing options and use technology to provide cashless and ticketless solutions on all operators' services/
<b>Public transport information</b>	Improve the quality and accessibility of public transport information, including the provision of a one stop shop for live bus times and fares information and making greater use of technology, e.g. for voice announcements.
<b>Accessibility</b>	Strive to improve the levels of physical and digital accessibility both on buses and through infrastructure to ensure a fully accessible network for disabled passengers.
<b>Environment and air quality</b>	Promote the role of buses in solving air quality issues and work with operators and other stakeholders to improve emissions standards. This would include using funding to support the move from diesel to emission-free vehicles.
<b>Infrastructure, network management and bus priority</b>	Put buses at the centre of decision making in respect of new road schemes, planning and developments, and support bus operators and services in KCC's role as the highway authority. Seek to improve bus journey times on key congestion corridors in order to deliver related benefits such as air quality, reliability and passenger usage.



## INITIATIVES - NETWORK DEVELOPMENT

<b>1</b>	KCC will secure all available funding and prioritise its use to support services, alongside BSOG, that have become unsustainable at reduced passenger levels until such time as other NBS initiatives drive growth
<b>2</b>	KCC and Kent's bus operators will deliver a range of Year 1 service initiatives based on feedback gathered through engagement activity with operators, stakeholders and the general public. Initiatives will be prioritised based on evaluation criteria which takes into account factors such as network gap analysis (e.g. accessibility to town centres), sustainability, value for money and deliverability.
<b>3</b>	KCC and Kent's bus operators will deliver a range of Year 2 and 3 service initiatives which address areas with poorer accessibility levels identified through our Network Gap Analysis. In these areas more detailed analysis will be undertaken which will consider changes to the commercial and subsidised bus network, taking account of over and underserved corridors, the use of DRT and other alternative solutions and the Total Transport Concept, including the relationship with other layers of transport provision such as home to school and patient transport services.
<b>4</b>	KCC and Kent's bus operators will seek to increase the proportion of the population within the 15, 30 and 45-minute catchment of the closest defined town centre for their district by improving corridor performance, service levels, speed and integration, including during off-peak hours
<b>5</b>	KCC will review its criteria for the support of council-funded socially necessary bus services to ensure it continues to reflect the travel needs of the community and is in line with the changing requirements of the NBS.
<b>6</b>	KCC and Kent's district councils will produce a Memorandum of Understanding (MOU), to ensure that improvements to bus services are fully considered and delivered with consideration of new planning developments.
<b>7</b>	KCC will secure all available funding and prioritise its use to support services, alongside BSOG, that have become unsustainable at reduced passenger levels until such time as other NBS initiatives drive growth
<b>8</b>	KCC and Kent's bus operators will deliver a range of Year 1 service initiatives based on feedback gathered through engagement activity with operators, stakeholders and the general public. Initiatives will be prioritised based on evaluation criteria which takes into account factors such as network gap analysis (e.g. accessibility to town centres), sustainability, value for money and deliverability.
<b>9</b>	KCC and Kent's bus operators will deliver a range of Year 2 and 3 service initiatives which address areas with poorer accessibility levels identified through our Network Gap Analysis. In these areas more detailed analysis will be undertaken which will consider changes to the commercial and subsidised bus network, taking account of over and underserved corridors, the use of DRT and other alternative solutions and the Total Transport Concept, including the relationship with other layers of transport provision such as home to school and patient transport services.
<b>10</b>	KCC and Kent's bus operators will seek to increase the proportion of the population within the 15, 30 and 45-minute catchment of the closest defined town centre for their district by improving corridor performance, service levels, speed and integration, including during off-peak hours
<b>11</b>	KCC will review its criteria for the support of council-funded socially necessary bus services to ensure it continues to reflect the travel needs of the community and is in line with the changing requirements of the NBS.
<b>12</b>	KCC and Kent's district councils will produce a Memorandum of Understanding (MOU), to ensure that improvements to bus services are fully considered and delivered with consideration of new planning developments.

## INITIATIVES - ALTERNATIVE DELIVERY MODELS

1	KCC will continue to develop Fastrack Kent Thameside to delivery of full network, roll out the service to Dover and give consideration to the future relationship between Fastrack Kent Thameside and Crossrail.
2	KCC will establish a policy to ensure opportunities for BRT are explored, including the creation of a housing development triggerpoint for larger scale developments.
3	KCC will continue to support the community transport sector. We will continue to refine our toolkit to support the sector's growth, and continue to run grant schemes that fund the delivery of new community transport services.
4	KCC and Kent's bus operators will consider areas where a Superbus approach to network development could be implemented to deliver improvements in infrastructure, fares, reliability and journey times and achieve a 'premium' service standard.
5	KCC and Kent's bus operators will consider the role that DRT, feeder services and other alternative modes can play in solving rural connectivity issues

## INITIATIVES - FARES AND TICKETING

1	KCC and Kent's bus operators will introduce a multi-operator ticket covering the Kent network and through this will seek to introduce a simpler, more attractive and flexible ticketing offer.
2	KCC and Kent's bus operators will look to identify and deliver specific fares and ticketing schemes, with a particular focus on initiatives which support recovery from the pandemic and access to tourism, employment opportunities and the support of Kent businesses.
3	KCC will support Kent's bus operators to develop their ETM and related back-office capabilities to enable the introduction of innovative and user-friendly ticketing offers including full network acceptance of contactless payments and fare capping.
4	KCC will consider the fares, ticketing and backoffice requirements required to enable the introduction of ticketing solutions covering bus, rail and other modes to support the MaaS concept of service delivery.
5	Through our EP Schemes, KCC and Kent's bus operators will seek to support the acceptance of multi-operator tickets on common sections of route.
6	KCC will seek to continue to support home to school travel through initiatives such as the Kent Travel Saver, which make journeys more attractive and cost effective for the user.

## INITIATIVES - INFRASTRUCTURE AND PRIORITY

1	KCC will ensure that there is continuous focus on the quality of marked bus stops across Kent. KCC will look to provide high quality boarding and alighting points for passengers as far as possible and continue to drive forward improvements in accessibility and appearance across Kent's bus stop assets.
2	Working with borough, district and parish councils, KCC will seek to deliver improvements in the provision and maintenance of bus shelters across the county, placing particular emphasis on using advances in technology to incorporate environmental benefits.
3	Through working with borough and district councils, KCC will seek to ensure that as Kent's bus network develops it provides appropriate operator facilities such as bus stands and driver amenities.
4	With a focus on integration, KCC will create a hierarchy for bus stops in Kent to identify key locations that have high levels of connectivity, either with other bus services or other transport modes. We will

	seek to deliver improvements beyond the 'standard' offer at these locations, with bike parking facilities, higher levels of passenger information, etc.
5	KCC will use advances in technology to ensure Kent's bus stops are modern, safe and of a high standard of appearance, to enhance the user experience
6	KCC will look to evaluate the merits and feasibility of two bus priority schemes per year in each EP Scheme. These will take account of bus congestion modelling identifying pinch points that affect bus journey times, and consider local context and sensitivity, as well as potential network and passenger gain
7	KCC will support infrastructure and highway schemes to support the development of Bus Rapid Transit (BRT) projects in Kent.

## INITIATIVES - ENVIRONMENT AND AIR QUALITY

1	KCC and Kent's bus operators will explore all opportunities to secure funding to improve emission standards on buses operating across Kent, with a particular focus on moving parts of the network towards zero emissions.
2	KCC will form an air quality corridor hierarchy taking account of Kent Air Quality Management Areas, and use this as the basis on which to prioritise future funding for zero emission corridors.
3	KCC will use the EP process to establish minimum standards for emissions on buses operating in Kent, seeking to introduce a targeted approach to improve standards over the term of the EP Schemes.
4	KCC and Kent's bus operators will actively promote the environmental benefits of the bus through better promotion of the network and the comparable impact of bus use against other modes of transport.

## INITIATIVES - INNOVATION AND DIGITAL ACCESSIBILITY

1	KCC will support operators financially to help them secure enhanced ETMs, associated backoffice function and TransXChange and Real Time Information capability. This will support a range of initiatives in respect of Real Time Information, ticketing and reliability.
2	KCC will embrace the use of modern technologies and software to support a dataled approach to network planning.
3	KCC will deliver a MaaS pilot scheme in the North West Kent EP Scheme areas. We will look to expand the use of this platform to other parts of the county subject to the pilot providing a multi modal approach to service delivery.
4	KCC will seek to embed the use of new innovation and technology to improve bus passenger experience, e.g. next stop announcement technology, the development of a passenger occupancy tool, audio announcements at bus stops and capital grants for supporting the introduction of RTI displays at strategic bus stop locations.

## INITIATIVES - PUBLIC TRANSPORT INFORMATION

1	KCC will develop the Kent Connected journey planner in order to provide enhanced journey and route planning functionality.
2	KCC will provide a one-stop-shop for Kent public transport information including an interactive bus map with pop up timetables, access to e-ticketing, links to bus operator websites, pop up timetables, ticketing and fares information available via web and app platforms.

<b>3</b>	KCC will develop the use of bus stop QR codes to provide instant access to operators' websites, fares, timetables, RTI, journey planner and other facilities such as links to other websites, tickets and events.
<b>4</b>	KCC and Kent's bus operators will establish an agreed minimum standard of information to be displayed at all marked bus stops.
<b>5</b>	KCC and Kent's bus operators will proactively promote the bus network and the role of buses in supporting strategic priorities and other activity such as tourism, environmental benefits, road safety etc. We will work with key partners to ensure public transport is publicised with events.
<b>6</b>	KCC and Kent's bus operators will look to agree a common identity and approach to the design of publicity relating to all bus services around the county.

## INITIATIVES - HIGHWAYS & NETWORK MANAGEMENT

<b>1</b>	KCC will ensure that new/upgraded road schemes delivered by the authority fully consider the requirements of buses with respect to access and design. In line with the NBS, KCC will also ensure that new/upgraded road schemes fully consider bus improvements or bus priority. If this is not possible, schemes will clearly detail why this is the case. KCC will strongly encourage its partners to follow similar principles for schemes not delivered by the LTA.
<b>2</b>	As part of its network management duty, KCC will actively consider how the punctuality and reliability of buses can be improved through the management of the network in terms of traffic signalling, junction changes, traffic flow control etc. The Kent County model will be used to identify congestion hotspots as part of this process to target where change is required.
<b>3</b>	KCC will re-purpose and re-launch its Punctuality Improvement Partnerships (PIPS) to ensure that they have the biggest impact on reliability/punctuality on the ground. KCC will work with bus operators to agree an appropriate format for the groups and closely link outputs to Enhanced Partnership targets.
<b>4</b>	Working with district partners KCC will actively consider the management of parking issues which cause bus routes to be blocked including a) illegitimate parking on existing restrictions and b) potential new restrictions to ease service flow.
<b>5</b>	KCC will establish a roadworks review taskforce (held quarterly), including representatives from KCC Highways, bus operators, utility companies, Highways England and any other key stakeholders. The meetings will focus on the link between works on the highway and bus service operation and will enable discussion at a strategic level, with key outputs subsequently picked up by PIPs for delivery.
<b>6</b>	KCC will continue to support the position of a Soft Landscapes Technical Support Officer for bus routes, to ensure that vegetation issues effecting bus passage are expedited as far as possible. A review will be undertaken on how emergency requests are dealt with.
<b>7</b>	KCC will continue to consider the most appropriate means of enforcing bus gates and bus lanes through liaison with district councils. The potential for KCC to manage a central common back office will be explored as part of this process.
<b>8</b>	To support the initiatives in this section, KCC is seeking to use NBS funding to secure dedicated staff resource and software to support highways issues. Posts are likely to include a Major Projects Highway Engineer focused on bus priority schemes and other more major bus projects, a Highway Engineer focused on smaller, more localised interventions to support bus reliability and access, and a Parking/Roadworks Co-ordination Officer picking up enforcement issues through liaison with district councils and roadworks issues emerging from roadworks review meetings (see HNMI5).
<b>9</b>	KCC will work with district councils to undertake a countywide review of parking policy and its relationship with bus usage.

## APPENDIX A – OPERATOR ‘BUS PRIORITY’ FEEDBACK DETAIL

- Bus priority areas at pinch points that cause significant delays including Tonbridge Rd, London Rd, Loose Rd Maidstone, Watlingbury, Blue bell hill, Blue Star Roundabout, Dartford, Bean interchange, St Clements Way Roundabout, Dartford and Wouldham.
- Opening the proposed bus gate in Eden Village and Crossways, Sittingbourne
- Enforcement of the bus-only lane between Great Easthall and Oak Road, Sittingbourne.
- Bus priority at the Crown Quay Lane, St Michaels Road intersection.
- A bus-only exit from the Eurolink Estate to the A2, Sittingbourne.
- Bus priority at the traffic lights approaching Medway Hospital.
- Bus priority at the Halfway Road/Queenborough Road intersection.
- Bus priority at the Millennium Way/ High St junction Sheerness.
- The existing bus gate on Mount Pleasant Road is good but needs greater enforcement (ANPR camera?) and should be at all times.
- Traffic queues on Vale Road towards London Road add around 5 minutes to bus journey times in afternoon peaks. This could be improved by changing the priority to traffic coming from Vale Road heading south at the A26 junction. Alternatively, the High Street could be made a bus and cycle only road.
- The A26 between Tunbridge Wells and Southborough suffers from extreme congestion and more bus priority would be very helpful in this busy corridor.
- A contraflow bus lane in Pencester Road, Dover which will iron out some of the routing issues in the town caused by the one-way system. The benefits are that the proposed Fastrack service will have a town centre stop and we will once again be able to provide a commercial link between Dover Priory Station and the ferry terminal/eastern docks.
- Failure to enhance the Sturry Road bus lane three years ago means that this part of the network remains unpredictable. An improvement in journey times would result from this missing link which would make bus travel more attractive and hopefully reduce private car traffic.
- Improved bus shelter facilities for Sheerness Town centre (not involving going down the High Street). Improved passenger facilities on Millennium Way with adequate seating and weather protection.
- Improved bus lanes in many areas, with automatic monitoring systems amended to recognise minibuses as acceptable users of bus lanes.
- A 24-hour service on our route X80 (Bluewater – Lakeside/ Chafford Hundred Station) and consideration of a more frequent 30-minute service (adding one extra bus) as it is an extremely important cross river and inter station link.
- Paving, flags, and road markings at some of our bus stops especially service 113 where our passengers board and alight on muddy verges.
- Re-open County Rd to buses to improve access to Maidstone East Station.
- Signalise Yalding Bridge to minimise local delay.

- Signalise Running Horse Roundabout ahead of the suggested Lower Thames Crossing-related works proposed here.
- The right turn from Downs Road on to St Stephens Hill, Canterbury, can't currently be made safely by buses because of sighting issues; there has been one fatal pedestrian accident here as well as several accidents involving cycles. If able to make this turn safely, we could directly link the Hales Place estate student accommodation with the university (the current routing is indirect and lengthy) and concurrently make changes to the Canterbury local network which will see a simplified network and enhancements to frequencies elsewhere. This scheme could then also be put forward for Zebra funding for university services.
- Provide meaningful parking enforcement in Thanet – the current provision is woeful and illegal and inconsiderate parking can cause us to miss out large sections of route as well as delaying services elsewhere.
- Been approached by the school of architecture at University of Kent with a view to them redesigning the current Canterbury Bus Station in order to enhance the look and feel of the space which is immediately adjacent to the medieval city wall and explore whether better use could be made of the constrained footprint (the station operates over capacity for parts of the day and there is no room for expansion to cater for upcoming major developments). This could tie in with the provision of high-quality electronic information displays as part of a revamp of the public concourse at the busiest bus interchange in the county.



# KCC NATIONAL BUS STRATEGY ENGAGEMENT REPORT

- SERVICE SPECIFIC FEEDBACK

PREPARED BY LAKE MARKET RESEARCH



*"This report complies to ISO 20252 and any other relevant codes of conduct."*





## BACKGROUND

To date, KCC have undertaken the following to engage with a variety of stakeholders in the development of the BSIP:

- An Operator Workshop conducted in June 2021 – a three-hour face to face workshop with 23 operators invited to take part by KCC.
- A Public Engagement Platform, [www.kent.gov.uk/busfuture](http://www.kent.gov.uk/busfuture) - a consultation platform which asks Kent residents for priorities for bus improvements and suggestions for their local areas. A second set of short questions was launched on this platform in August 2021 to capture service specific improvements.
- Two Stakeholder Workshops conducted in August and September 2021 – two-and-a-half-hour virtual workshops with 24 stakeholders invited to take part by KCC.
- Two County Member Seminars conducted in August / September 2021.
- Detailed sessions with each of Kent's District Councils.
- Engagement with neighbouring LTAs .

This report details the combined feedback received from the two exercises launched on KCC's Public Engagement Platform concerning service specific improvements for consideration (1,105 comments in total). Where collected, each district section also contains service suggestions put forward by operators, members and other stakeholders to date.

## SERVICE SPECIFIC DISTRICT FEEDBACK - OVERVIEW

For each district area, this report details the feedback given to specific services, specific areas within a district followed by non-specific service feedback. Please note there may be some overlap between the comments made under these three areas within a district. However, full disclosure of the feedback is considered important in this report's construction. The comments submitted across the engagement exercises can be found in the Appendix of this report.

### ASHFORD FEEDBACK

79 comments were received for the Ashford district across the two public engagement exercises as follows:

Service specific:

- 1 / 1a – 2 comments – more frequent service, more reliable service, a service that runs later in the evenings and Sundays.
- 2 / 2a – 7 comments – more frequent service (currently 2 hourly), service at weekends, a service that runs later in the afternoon / evenings.
- 10 / 10a – 3 comments – more frequent service after school hours, more frequent service on a Sunday, improve punctuality.
- 11/11a – 6 comments – more frequent service outside of school hours, a service that runs later in the afternoon / evenings, better alignment with commuter needs, introduce a Sunday service
- 12 – 2 comments – lower fares, additional stop on A28 before left turn towards Biddenden and Headcorn.
- 123 – 1 comment – better intervals, weekend service, connect to Pluckley station.
- 292 – 2 comments - a service that starts earlier in the day.
- 666 – 1 comment – better alignment with schools finishing.
- B line – alternate buses to run via Salisbury, more frequent / reliable pickups from station, more direct route into town / station / journey too long.
- C line – 2 comments – a service that runs early mornings and evenings, cleaner vehicles, improve service communications
- E line – reinstate service.

Area specific:

- Biddenden – 2 comments – lower fares, services that run earlier in the mornings.
- Charing – 1 comment – bus service from Stalisfield to Charing and service from Charing – Challock – Chilham.
- Chilham – 1 comment - a service that runs in the evenings.
- Chilmington – 1 comment - introduce a commuter service.
- High Halden – 2 comments – more frequent service, service on a Sunday, suggested linking with service 2a.

- Kennington – 1 comment – direct bus from Kennington to Highworth Grammar.
- Pluckley – 1 comment – service to Pluckley station.
- Shadoxhurst – 2 comments – more frequent services.
- Singleton – 5 comments – buses for Chilmington Green, bookable service, evening service for rail and town centre connections, cleaner buses, lower fares, route from Singleton to Victoria Way.
- Tenterden – 11 comments – more reliable service, more frequent service, evening service, better integration with trains, more hopper buses around villages, link services with villages and Tenterden / Headcorn route, service from Sandhurst to Tenterden (continuation of service 5), service between Hawkhurst and Tenterden, service from Cranbrook to Tenterden.

22 comments were made for the Ashford district but did not specify a service number or sub area:

- More reliable and more punctual services
- Early morning and evening bus services
- More direct services following main roads not estates (particularly for connection to rail)
- Sunday and bank holiday service
- Better consideration / link up with rural areas (e.g. Lydd)
- Service around Tenterden, St Michaels,
- Direct service to Ashford hospital, William Harvey hospital, Estuary View medical centre, Dymchurch, St Marys Bay, Westwood Cross
- More frequent service from Ashford to Maidstone
- Better bus service between Faversham and Ashford and Faversham and Whitstable.
- Service from Stanhope/Singleton to Tesco Park Farm
- Bus capacity concerns from William Harvey hospital (too many waiting)

Operator / member / stakeholder feedback for the Ashford district can be found below:

- Earlier (before 0600) and later buses (after 1830), in the following areas: villages including Ivychurch (around New Romney), Ashford to New Romney/New Romney to Ashford (11/11A). Ashford/ Folkestone and Folkestone / Ashford (10/10A). Ashford to Biddenden/Biddenden Ashford (123). Ashford/Tenterden & Tenterden/Ashford (2) and Ashford/Maidstone and Maidstone/Ashford (10X).

## CANTERBURY FEEDBACK

114 comments were received for the Canterbury district across the two public engagement exercises as follows:

Service specific:

- 1 – 7 comments – more frequent service, smaller buses to integrate villages, services that run into the evening, Sunday and bank holiday service.
- 3 / 3a – 5 comments – more frequent services, service that runs into the evenings and on Sundays, current structure misses travellers on the A2 and the Mall
- 4 – 2 comments – a service that runs into the evenings, improve service frequency, link to Canterbury West station.
- 5 – 5 comments – more frequent service, improve punctuality, direct number 5 service between Whitstable and Canterbury via Chestfield that doesn't travel around the estates, a service that runs later at weekends, single decker for times with low footfall, doesn't link into all stops at particular times of day / limits travel.
- 6 – 1 comment – reintroduce service from Beltinge to Whitstable then Canterbury.
- 7 – 1 comment – a service that runs into the evenings and on Sundays.
- 12 – 1 comment – a Sunday service, an evening service.
- 21 / 21a – 5 comments – direct bus from Hales Place to Whitstable and Herne Bay, more direct school buses (current service too small), serve Canterbury West station, improve evening and Sunday services.
- 27 – 1 comment - more frequent service.
- 36 – 3 comments – more frequent service, a Sunday service.
- 40 – 1 comment – better linking of towns, smaller buses, more frequent service, more direct routes to major hubs (long journeys)
- 43 – a service that runs into the evenings.
- 89 – 3 comments – a Sunday service, a service that runs into the evenings during the week and weekends, more frequent service, a service that runs across the villages to Aylesham train station.
- 542 – 1 comment – more frequent service.
- 544 – 1 comment – more frequent service.
- 620 – 5 comments – more buses for school journeys, subsidised bus passes for children, reinstate Wye to route, additional daytime services, evening service.
- 660 – 1 comment – improve frequency of service.
- Triangle – improve real time information / notification of delays, direct bus from Hales Place to Whitstable and Herne Bay, more bus shelters at Greystone Rd, Tankerton Rd and Sea Street, lower fares.

#### Area specific:

- Adisham – 2 comments – a bus service (currently only school service operates).
- Bekesbourne – 3 comments – a bus service (currently do not have one).
- Blean – 1 comment – limited service currently / expand service.
- Broadoak – 2 comments – Sunday service to Canterbury, evening service, Sunday service provision for local residents / bus stop too far away.
- Broadstairs – 3 comments - bus from Broadstairs to Canterbury hospital.
- Chartham – 6 comments – improved information on capacity to plan journeys, more direct routes, more frequent service, Sunday and Bank holiday service, improve rural provision, evening service, improve reliability, lower fares.
- Goodnestone – 1 comment – school service and working day service.
- Grimshill – 1 comment – more stops for specific estates.
- Hales Place – 2 comments – direct bus to Whitstable, Tankerton and Herne Bay (triangle service doesn't cover all areas in need).
- Herne Bay – 3 comments – daily tickets for area, direct bus from Herne Bay to Westwood, direct bus from Herne Bay to Whitstable, improve specific bus stops.
- Lower Hardres – 1 comment – more frequent services.
- Minster – 2 comments – improved service on Sundays and Bank Holidays, more direct destinations, improve punctuality.
- Nonington – 2 comments – very limited service, service to Westwood Cross, Dover Tesco and sports centre.
- Petham – 2 comments – early and later service through villages to get to / from rail station, evening service.
- River – 1 comment – direct service to Canterbury and to Dover.
- Seasalter – 1 comment – a service that runs later in the day.
- St Stephens – 1 comment – a service that runs directly to Asda.
- Waltham – 4 comments – evening service to Canterbury, introduce Canterbury to Ashford loop to incorporate Waltham and Wye.
- Westgate – 2 comments – extend loop to include Birchington / Westgate.
- Whitstable – 1 comment – better service to/from Margate.
- Woodnesborough – 1 comment – long walk and lack of pavements to access bus stop.

55 comments were made for the Canterbury district but did not specify a service number or sub area:

- More frequent services.
- More reliable services.

- Services that run later in the evenings and on weekends, particularly to/from town centre and for commuters.
- Timetables at all bus stops / improve real time information at stops.
- Improve integration with rail station and other modes of transport.
- Improved integration between connecting bus services.
- Shorter journey times to key destinations.
- Improve services at rail stations.
- Lower fares.
- Smaller buses for village routes / improved linkage between villages to the major towns.
- More environmentally friendly.
- Circular route around Canterbury including both rail stations and bus station.
- More cross Canterbury routes instead of everything terminating at centre / congestion / journey times.
- Direct buses to William Harvey hospital, Tankerton beach, Deal and Ashford hospital.
- Bus service running alongside seafront.
- Bus service in Reculver and Nonington.

Operator / member / stakeholder feedback for the Canterbury district can be found below:

- A frequent two way 'Hopper' bus following a circular route between the two city stations and the bus station serving the new Riverside cinema complex, Kingsmead Leisure Centre and Kings Recreation Centre.
- A fast, direct number 5 service between Whitstable and Canterbury that doesn't travel round two housing estates
- A smaller 'transit' type bus that travels from one side of Canterbury to the other, passing the two stations and running via St Stephens, St Dunstons and Wincheap to the hospital.
- More dedicated services to key destinations in the summer months, e.g. Blean Woods, Wildwood and Reculver. Leaflets showing 'bus walks' with maps and routes all starting and finishing at bus stops, used to promote tourist routes by Brighton and Hove Bus Company provide an example that could be copied locally.
- More frequent buses to Chartham that run in the evening, on Sundays and Bank holidays.
- A direct bus from Canterbury to The William Harvey Hospital.

## DARTFORD FEEDBACK

73 comments were received for the Dartford district across the two engagement exercises as follows:

Service specific:

- 96 – 2 comments – more direct buses to Bluewater from Bexleyheath / long journey time, re-evaluate stop frequency to ensure it meets needs (inconsistent across stops on route).
- 308 – 1 comment – better connecting journeys e.g. Sevenoaks to Bluewater.
- 414 – 2 comments - improve reliability, improve timetable information at bus stops, improve customer care, improve rural access.
- 423 – 3 comments – improved timetable, later services from Bluewater and Dartford to Darenth and New Ash Green, introduce timetable booklets and timetables at stops, new service between Darenth and Gravesend without the need to change, improve customer care / complaint handling.
- 474 / 475 – 1 comment – improve connection to Longfield
- 477 – 23 comments – improve reliability / punctuality (less cancellations), improved timetable information at bus stops / communication with passengers, congestion / traffic delaying bus service, restore some evening and weekend service, more frequent service, routes via Swanley / Hextable, integration with rail station for commuters, service that runs earlier in the morning, make use of smaller buses to improve frequency, lower fares, improve customer care / complaint handling, improve service coverage at Crockenhill
- 480 – 2 comments – concern about cancellation of service, incorrect bus stop announcements.
- 492 – 2 comments – concern about cancellation of service.
- 489 – 1 comment – improve connection to Longfield, remove duplication between Southfleet and Longfield
- X80 – 1 comment – link route to Grays for those who work there.

Area specific –

- Erith – 1 comment – long journey times, suggested redirection of route along A206 and using Fastrack route.
- Greenhithe – 2 comments – reinstate service through Knockhall to Gravesend and Dartford and Asda in Greenhithe, more options of services to London.
- Hextable – 1 comment – integrate into Oyster card zone.
- Ingress Park – 1 comment – service to run later.
- Longfield – 2 comments – add more bus services to the area, direct service from Longfield to Dartford.
- Meopham – 1 comment – improve bus routes for rural locations, e.g. Meopham to Bluewater.
- New Ash Green – 1 comment – increase bus services for the area, a service that runs later than 7pm and at weekends, increase early morning buses to Gravesend.
- South Darenth – 2 comments – service to link A and Eynsford and Sevenoaks, regular direct service to Bluewater (currently minibus every Tuesday twice a week in school holidays).

19 comments were made for the Dartford district but did not specify a service number or sub area:

- Improve reliability of services.
- Improve frequency of services.
- Services that run to Bluewater without changing at Gravesend.
- Better integration of service timetabling to avoid gaps in service provision.
- Consideration of direct, quicker routes for towns / key destinations and longer routes where required to cater for rural routes (similar to how trains operate).
- Reinstate a service to the gateway flats in Dover.
- Fastrack infrastructure underused.
- Extend Fastrack service to West Dartford.
- Direct service from Bluewater to Folkestone.
- More services that link South Sarenth / Sutton / Dartford and Eynsford.
- Better bus stops in Central Dartford for elderly.
- Concern a Brent bus stop will be removed.
- Make it possible to use Oyster card on additional routes.

Operator / member / stakeholder feedback for the Dartford district can be found below:

- A 24-hour service on our route X80 (Bluewater – Lakeside/ Chafford Hundred Station) and consideration of a more frequent 30-minute service (adding one extra bus) as it is an extremely important cross river and inter station link.
- Fastrack A and B – funding to support higher levels of service on Fastrack network.



## DOVER FEEDBACK

70 comments were received for the Dover district across the two engagement exercises as follows:

Service specific:

- 12 – 1 comment – an evening service.
- 15 – 2 comments - suggestion to re-route to go to Aylesham and River so a service is provided to Canterbury and Dover.
- 68 – 1 comment – concern route is under consideration to remove.
- 82 – 2 comments – bookable service for residents with disabilities, more frequent services, realistic timetables / improve punctuality
- 89 – 5 comments – would welcome a service between Aylesham and Dover, service from Canterbury to Dover so Nonington residents have a service to town / supermarkets (not just a school service).
- 90 – 1 comment – inconsistent route lengths / stops between services.
- 96 – 1 comment – more frequent service.
- 102 – 1 comment – suggestion to re-route one bus per hour via Hill Road and Canterbury Road to allow villagers to access surgery and hospital.

Area specific:

- Alkham – 1 comment – improve frequency of service, evening service, make it safer to access stops on country lanes.
- Ash – 2 comments – more frequent service, direct service to Thanet.
- Aylesham – 9 comments – service between Wingham and Aylesham (access GP surgery), later services to villages, reinstate Dover and Aylesham route, reintroduce Bekesbourne services, Sunday service, service from Woolage Green to Aylesham.
- Deal – 9 comments – earlier and later bus services, accurate information on buses running, late service to bus station, more direct service to Dover, direct service to hospitals and out of town shopping centres, extend Sandwich Connect scheme, Sunday service to Canterbury.
- East Studdal – 1 comment – improve service in village.
- Eythorne – 1 comment – improve services in rural areas, reinstate Eythorne and Sandwich service.
- Great Mongeham – 2 comments – extend service to Deal, increase service hours, accept Rover tickets, reinstate Stagecoach service / current provision isn't enough.
- Hawkinge – school bus on Hawkinge to Dover.
- Nonington – 7 comments – improve / increase service provision outside of school buses, requirement for connecting to medical services, connecting service to other villages.
- River – 3 comments – more direct routes to town centre, service from River to Canterbury.
- Sandwich – 1 comment – route a bus to Ramsgate including Monkton and Minster without going to Canterbury first.

- Shepherdswell – 2 comments – new service from Dover to Canterbury with more sensible times, regular bus service.
- Staple – 1 comment - reinstate 7 day bus service in the village.
- Walmer – 1 comment – improve integration with rail service, run earlier and later.
- Westmarsh – 1 comment – introduce bus service.
- Whitfield – 1 comment – more frequent services, especially on evenings and weekends.

12 comments were made for the Dover district but did not specify a service number or sub area:

- Bookable service for commuters / those working
- Better integration of connecting bus services
- Reinstate bus service from Aylesham from/to Dover
- Sunday bus to Friars Way
- Rural provision e.g. Capel le Ferne
- Bus service from Richmond Park into Dover
- Staple CT3 bus service
- Linking River route to include St Radigunds
- Shorter journey times between Dover and Canterbury
- More services along Kent coast

Operator / member / stakeholder feedback for the Dover district can be found below:

- An express bus service connecting Dover and Hythe with fewer than the current 49 stops.

## FOLKESTONE AND HYTHE FEEDBACK

58 comments were received for the Folkestone & Hythe district across the two engagement exercises as follows:

Service specific:

- 10 – 4 comments - better integration with rail / train times to increase usage, faster and direct route to Ashford, more frequent and quicker buses from Folkestone to William Harvey hospital.
- 11 – 1 comment - improve frequency, introduce full evening service and Sunday / Bank holiday service.
- 71 – 1 comment - a service that covers Shearway Business Park at regular intervals.
- 73 – 2 comments - change route from one loop to two directions to increase possible journeys, improve frequency.
- 91 – 2 comments - restore link from Wear Bay Rd via East Cliff, Tontine St through to Cheriton.
- 100 / 101 – 1 comment - newer buses, more frequent service.
- 102 – 4 comments - all journeys to run through Dover to Rye via New Romney, better integration with rail in Rye, quicker journey times, reinstate service from New Romney High Street and to Greatstone.
- 103 – 1 comment - connection to Cheriton or Folkestone or Hythe
- 104 – 3 comments - review timetable, adapt the service to suit the area better (reinstate old route).

Area specific:

- Cheriton – 4 comments – route to Sandgate via Military Rd or Golden Valley, lower fares, link towns better / longer journeys.
- Dymchurch – 1 comment – more frequent service, lower fares.
- Folkestone – 8 comments – more frequent direct service similar to no 16 to Canterbury, quicker service without the need to change / better service connections, more direct route to William Harvey hospital, direct service from Folkestone to Ashford, local loops with inter-city connections to shorten journey times, improve Folkestone bus station with better waiting facilities and timetable information, better integration with rail station, better route from Hawkinge to Dover (long journey time).
- Hythe – 2 comments – smaller capacity vehicles to reduce fuel waste, emissions and increase efficiency, direct service from Hythe to Folkestone West station.
- Hawkinge – 1 comment – school service that from Folkestone to Canterbury schools that serves Hawkinge and other towns.
- Greatstone – 1 comment – more frequent service to accommodate housing developments.
- Lydd – 3 comments – reinstate local services, more direct services, later buses from Ashford International to Lydd and New Romney.
- Lyminge – regular service, improve reliability, lower fares.

- New Romney – 5 comments – reinstate service to Lydd, more frequent service, service that runs both ways on high street, long journey times to New Romney (route round coast), more consideration for commuter needs.
- Sellindge – 1 comment – more frequent service, service that runs into the evening and at weekends.
- St Marys Bay – 1 comment – bus routes to Ashford, Folkestone or rail station, long journey times.
- West Hythe – 1 comment – lower fares, improve rural services.

7 comments were made for the Folkestone & Hythe district but did not specify a service number or sub area:

- Circular service from Cheriton through to Folkestone bus station and back.
- Reinstate service along Wear Bay Road.
- Better timetable co-ordination.
- Lower fares.
- Introduce bus service Dungeness power station.
- Improve vehicles / more modern.

Operator / member / stakeholder feedback for the Folkestone & Hythe district can be found below:

- Dungeness A Station - a suggestion on extending your services to the actual power station entrance. Currently exploring ways of energy saving by reducing the use of private cars to the site. There are a couple of issues that could influence this, the main one being the bus service would have to enter a private road leading to the site which I believe was a major issue when we last looked at this.

## GRAVESHAM FEEDBACK

23 comments were received for the Gravesham district across the two engagement exercises as follows:

Service specific:

- 190 – 1 comment – bus shelters needed in Chalk Road.
- 308 – 2 comments – reinstate direct bus to Bluewater, improve frequency, a service that runs on Sundays.
- 416 – 1 comment – improve frequency, a service that starts earlier in the morning and runs into the evenings.
- 455 – 1 comment – improve frequency.
- 477 – 1 comment – allow London buses to use route's stop to make connections easier.
- 481 / 483 – 2 comments – continuation of service to Darent Valley Hospital at certain points in the day to avoid needing to change at Bluewater, improve frequency at school times.

Area specific:

- Meopham – 2 comments – improve timetable information provision outside of app, improve reliability of services, a service that runs on Sundays and Bank Holidays.
- New Ash Green – 1 comment – long wait times for return travel back from destination.
- Northfleet – 2 comments – better integration with schools / safety concerns for taking children to stops to connect to buses.

8 comments were made for the Gravesham district but did not specify a service number or sub area:

- Shorter journey times to Bluewater.
- A service to local leisure centres.
- Frequent service to Shorne Country Park in school holidays.
- Fastrack bus route runs too frequently in Gravesend and is underutilised / could integrate with another route.
- Improve service provision on Sundays.
- Safety concerns for bus stops for school bus service between Meopham and Cobham.
- Instances of hopper services being crowded and infrequent so unable to cater for residents with disabilities or carer groups.

Operator / member / stakeholder feedback for the Gravesham district can be found below:

- Fastrack A and B – funding to support higher levels of service on Fastrack network.

## MAIDSTONE FEEDBACK

130 comments were received for the Maidstone district across the two engagement exercises as follows:

Service specific:

- 5 – 9 comments – better co-ordination with rail services, more regular service, bus service from Hawkhurst to Etchingham station, continuation of service to Tenterden, more reliable service, safety concern over location of particular bus stops.
- 6 / 6a / 7 – 4 comments – limited buses to East Peckham, service that runs later in the day, take 6x through the village so there are buses in the evening, better linking to 7 service, direct service to run via Paddock Wood and Maidstone hospital, more frequent service, retention of service to Tunbridge Wells, increase services in school hours.
- 10x – 2 comments - use same bus stop at 101 service, better integration with school start times
- 12 - 1 comment – real time updates on bus arrivals.
- 23 / 23a – 1 comment - more buses from Tovil to town centre as current service is sometimes unreliable / late due to long routes, a service than runs into the evening and on Sundays.
- 25/26/27/28 – 4 comments - more buses from Tovil to town centre as current service is sometimes unreliable / late due to long routes, a service than runs into the evening and on Sundays, better connections from Marden, improve frequency, lower fares, extension from Goudhurst to Cranbrook and to Coxheath.
- 59 – 4 comments – improve reliability, more frequent service, reduce the need to change buses on journeys / more direct route, explore bookable option, lower fares to attract more users.
- 71 / 71a – 2 comments – better regulate frequency and timing of services / bunching up of buses, extend to St Peters village.
- 79 – 2 comments – service that runs in the mornings and evenings.
- 82 – 1 comment – more consideration of bus provision for large new estates planned for south Parkwood.
- 89 – 1 comment – improve app to update users on service reliability, more frequent service to town centre, more frequent services to Kings Hill.
- 155 – 2 comments - better app reliability (service running later / cancellations), more buses in the morning / separate school bus service, more accurate timetables, connect with an extended 71 service.
- 334 – 1 comment – later bus service.

Area specific:

- Aylesford – 1 comment – improve Eccles bus service.
- Bearsted – 3 comments – a service that runs later, less terminations at Maidstone, reinstate hospital service, route from Bearsted to Grove Green, Eclipse Park, smaller daytime buses visiting more villages.
- Blue Bell Hill – 1 comment – new service running from City Way via Blue Bell Hill to Maidstone.
- Boughton Monchelsea – 1 comment – improve provision where new builds are being developed.

- Coxheath – 2 comments – a service that links to Tonbridge for school children.
- Cranbrook – 1 comment – improve reliability to integrate with rail.
- Downswood – 2 comments – a service that runs earlier in the morning, evenings and Sundays.
- East Farleigh – 1 comment – more buses in and out of Maidstone during the day and not just school times.
- East Malling – 1 comment – lower fares, more direct services.
- Grove Green – 2 comments – improve frequency of services, service to Eclipse Park.
- Headcorn – 1 comment – lower fares.
- Kingswood – 3 comments – connection to Tenterden/Headcorn route, reliable service to/from Kingswood.
- Larkfield – 2 comments – improve frequency of services.
- Loose – 1 comment – provide inter connection with Maidstone East and West train stations.
- Marden – 1 comment – direct service to Maidstone or Tunbridge Wells.
- Paddock Wood – 1 comment – journey time to Maidstone is too long compared to other modes of transport.
- Penenden Heath – 4 comments – a service than run into the evening, more services to Maidstone town centre, more consideration of use of bus of passes with start time of service.
- Sissinghurst – 1 comment – a stop closer to routes from Tunbridge Wells and Tenterden.
- Staplehurst – 1 comment – better coordination with rail services / train ties, improved timetables at bus stops.
- Walderslade Woods – 1 comment – a bus service to Maidstone.
- Yalding – 1 comment – a bus service form Yalding to Hadlow college.

40 comments were made for the Maidstone district but did not specify a service number or sub area:

- Improve reliability.
- Direct route to outlying cities / county towns e.g. Brighton, Folkestone, London, Bluewater, Ashford.
- More direct services without needing to go through town centre, e.g. Shepway to Roseacre, Madginford or Notcutts.
- More services to visitor attractions, e.g. Leeds Castle, Hever Castle, Bewl Water.
- More services to Maidstone hospital.
- Hourly service to Cranbrook, then Maidstone and Hawkhurst in between.
- More frequent service between West Malling and Maidstone.
- Better service connections between villages.
- Service to Kims and Cygnet hospital.
- Service from Headcorn to Eclipse Park.



- Re-introduce tram system around town centre.
- Re-route town centre buses to incorporate high street as well as bus station.
- Reinstate Park and Ride / Park and Ride to run earlier and later / connect with rail services.
- Lower fares.
- Extend hours of free bus pass use.
- Better integration with rail services.
- Real time information at bus stops.
- Improve bus station maintenance / improve access for elderly and disabled passengers.
- Consider using smaller vehicles for certain routes.

Operator / member / stakeholder feedback for the Maidstone district can be found below:

- 101 frequency increase to every 10 minutes. The 101 is a strong core interurban route linking large population centres in Kent and Medway and has in recent years shown a positive return on previous investments and service improvements. Funding required submitted to KCC.
- 13 – Hollingbourne/Leeds/Langley/Otham – develop as a DRT operation, capitalising on new developments in Otham area.
- 25/26 – Yalding area <> Maidstone – develop as a DRT operation including accessing development at Yalding Station.
- A late 155 service from Medway at midnight back through the Medway Valley Villages terminating NV Depot.

## SEVENOAKS FEEDBACK

130 comments were received for the Sevenoaks district across the two engagement exercises as follows:

Service specific:

- 1 – 2 comments – service to run through Chipstead, more frequent service, services to run earlier in the morning.
- 5 – 1 comment – restore bookable service with a timetabled service, improve frequency.
- 21a – reinstate service to Farningham
- 233 – 2 comments - add more services to cater for after school clubs, lower fares, more routes going to south Kent from Swanley, more frequent service.
- Go – 5 comments - return to a timetable service, reinstate travel to Tunbridge Wells, reinstate Shoreham Village bus, accept concessionary bus passes, extend town circular to run in both directions and improve frequency to cover early mornings and late evenings, more frequent service for workers, doctors and leisure, integrate with 477 service, on demand service is too complex.
- 401 – 1 comment - reinstate service to Eynsford.
- 402 – 1 comment – improve frequency for school afternoon collections, improve frequency during the day.
- 423/433 – 1 comment – improve frequency, a service that runs into the evenings (particularly for visitors / workers at Bluewater or Darent Valley hospital), better integration with train services at Longfield, direct buses to Dartford and Bluewater.
- 464 – 1 comment – direct service from Westerham to Addington.
- 477 – 2 comments – improve reliability / punctuality, instances of passing bus stops without stopping due to capacity, first bus to run from Crockenhill not Swanley.
- 489 – 1 comment – improve frequency of service, a service than runs into the evening (particularly for workers), consider serving Ebbsfleet International using Fastrack lanes.
- S41 – 2 comments – add stop outside Sevenoaks school, more stops on route welcomed.

Area specific:

- Badgers Mound – 4 comments – service that covers Badgers Mount during school hours, more bus services in the area, restore pre-existing bus service (particularly for the elderly in the area).
- Chipstead – 5 comments – reinstate bus service without the need to book and improve frequency / previous service was very reliable.
- Cowden – 4 comments – would like a bus service / reinstate pre pandemic service, free disabled pass.
- Crockenhill – 3 comments – improve reliability of service, improve frequency of service, a service that runs into the evening and on Sundays, lower fares, a service to Orpington.
- Dunton Green – 1 comment – would prefer to change service provider.

- Edenbridge – 11 comments – improve bus provision in the area, service to Sevenoaks, Tonbridge, Bluewater and Oxted, school bus provision for children going to Tunbridge Wells, Tonbridge and Sevenoaks, reinstate services lost, a service that runs earlier in the mornings, later in the evenings and Sundays.
- Eynsford – 4 comments – improve frequency of service, more choice of destinations - too focused on school provision and not the needs of other residents.
- Halstead – 2 comments – a service that runs at weekends, rethink vehicles and suitability / adapting service to rural areas.
- Hextable – 4 comments – improve frequency of service, improve reliability of service, would welcome more destinations, shorter journeys.
- Kemsing – 1 comment – congestion concerns around Greatness estate / impact on journey times.
- Kings Hill – 1 comment – new school bus service to Sevenoaks Schools Weald, Trinity and Knole Academy,
- Maidstone – 1 comment – bookable service.
- New Ash Green – 2 comments – a service to West Kingsdown, Sevenoaks, Borough Green and Swanley, consideration of an on demand service (with concessionary passes possible).
- Oare – 3 comments – a service to Canterbury in the evening.
- Otford – 5 comments – a service that runs later in the afternoon / evening (particularly for workers), more availability to different areas of Kent including villages, Dartford and Swanley, lower fares.
- Plaxtol – 1 comment – regular service linking with Sevenoaks train station or Borough Green train station.
- Shoreham – 6 comments – bus to Sevenoaks several times a day, more scheduled buses rather than bookable, scheduled services to villages, restore concessionary bus passes.
- Swanley – 3 comments – improve reliability, lower fares, journeys are too long.
- Weald – 1 comment – reinstate service to Sevenoaks station.
- West Kingsdown – 1 comment – more destination options.
- Westerham – 4 comments – improve frequency (restore previous frequency), restore concessionary bus passes, services on specific main roads that do not have a service.

23 comments were made for the Sevenoaks district but did not specify a service number or sub area:

- Restore services lost during pandemic / back to full service / timetabled.
- Restore the circular route from the bus station to the rail station.
- Regular services to cater for villages, e.g. Cowden, Hever, Chiddingstone.
- Smaller buses for areas with narrow roads.
- Improve school bus provision - fares, journey length and reliability.
- Better integration with rail services.

- Better integration of bus services / connections.
- Lower fares.
- More choice of destinations outside of Sevenoaks, e.g. Bexley.
- Improve shelter in Beechenlea Lane.

## SWALE FEEDBACK

88 comments were received for the Swale district across the two engagement exercises as follows:

### Service specific:

- 3 – 7 comments – new fast service that has been introduced misses villages, reinstate service to run earlier in the morning, later in the afternoons and evening, lower fares, improved frequency on Sundays, interior of bus should be cleaner, service should run to Faversham rail station, improved timetable information.
- 9 – 1 comment – improve frequency.
- 79 / 334 – 1 comment – reconsider traditional routes / integration of these two services to improve provision.
- 327 – 5 comments – more bus pass friendly, improve frequency, a service that runs earlier in the mornings and into the evenings, bookable service for Upchurch
- 333 – 1 comment – a service that runs earlier in the mornings and into the evenings, improve frequency.
- 347 – 5 comments – concern bus services are being cut, improve frequency, a service that runs earlier in the morning and into the evening, improve bus shelters, lower bus fares, improve reliability / experience cancellations / safety concerns for those at bus stops.
- 349 – 1 comment – evening and Sunday service from Sittingbourne.
- 660 – 5 comments – a bus service to Estuary Medical Centre, improve frequency, a service that runs into the evening and on Sundays, concern service will be stripped back / cut, extend route from Stalisfield to Charing to access facilities and rail / bus services to Ashford and London.
- 666 – 1 comment – more direct service to William Harvey hospital.

### Area specific:

- Faversham – 16 comments – later buses to/from Canterbury and Maidstone, improve frequency, a service that runs into the evening and at weekends / holidays, use smaller electric vehicles to be more environmentally friendly, a service that runs from A2 south Faversham into town, better links between Faversham and other local towns, improved timetable / service information, new routes to consider estates e.g. Brents, lack of service in Bysing Wood, better integration with connecting bus services, update to vehicles / environmental considerations, reliable service to hospitals and urgent treatment centres.
- Goudhurst – 1 comment – lack of information on local bus provision.
- Graveney – 3 comments – improve frequency, a service that runs into the evening and on Sundays, improve school service provision, protect service.
- Iwade – 2 comments – a service to Hempstead Valley, reinstate services taken recently.
- Minster – 2 comments – concern service will be stopped / protect service, a service connecting Sheppey and Sittingbourne Community hospitals with Medway hospital.
- Oare – 5 comments – improved school service provision to account for all local schools, service to rail station, explore possibility of bookable service and smaller vehicles.

- Queenborough – 1 comment – improve frequency, improve real time information at bus stops.
- Rodmersham – 2 comments – improve frequency, improve school service provision to Sittingbourne schools.
- Sheerness – 1 comment – prison bus from Sheerness to Eastchurch that ties in with visiting times.
- Sheppey – 10 comments – a service that runs later into the afternoon and evenings, improve reliability, improve vehicles, better services to new developments / estates, more bus routes, consideration of fares for under 16s, reinstate service that goes down The Broadway / new route cannot be walked to, reinstate loop service, lower fares, direct service to Hempstead Valley.
- Sittingbourne – 3 comments – improve reliability, improve frequency, more services to more destinations.

9 comments were made for the Swale district but did not specify a service number or sub area:

- Consider smaller buses on routes and reinstate park and ride.
- Replace timetables at bus stops.
- Improvements to village bus services, e.g. Upchurch, Doddington and Newnham – services are so infrequent it is affected demand / possible usage.
- Connection between Faversham and Ashford hospital.
- Review bus stop provision / maintenance.
- Services that run into the evenings.

Operator / member / stakeholder feedback for the Swale district can be found below:

- The 326/327 service provides a vital link between Sittingbourne and the Medway Towns (between 0620 and 1847), including Mid-Kent College and Medway Maritime Hospital. It operates on roughly an hourly basis, with a reduced level on Saturdays and no Sunday services. It is proposed to enhance this service with 326 services operating every 30 minutes 0600 to 2000 Monday to Sunday. School journeys would operate as 327's via Lower Halstow and Upchurch. Funding required submitted to KCC.
- 326 departures extended to Sheerness. This would provide a same-seat journey (without the need to change buses) between Sheppey and the Medway Towns (operating via Sittingbourne) It may well be possible to include the developments at Amber Fields, Grovehurst and Iwade. Funding required submitted to KCC.
- Chalkwell have recently taken over the 360/361 service, operating across the Isle of Sheppey. However, a considerable level of housing has been built in recent years, with more planned. It is proposed to increase the 360 between Sheerness and Leysdown and the 361 between Sheerness and Rushenden/Queenborough to operating every 30 minutes between 0600 and 2000 Monday to Sunday. Funding required submitted to KCC.

- Augmenting the exiting 361 service between Queenborough and Sheerness and the 362 Sheerness to Queens Way service with departures every 60 minutes between 0600 and 2000 Monday to Sunday. Funding required submitted to KCC.
- Sittingbourne to Kent Science Park and Highsted Valley is an emerging development scheme, including 9,250 new homes, a secondary school, 4 primary schools and an expansion of the exiting Kent Science Park employment hub. Funding required submitted to KCC.
- Thistle Hill and Barton Hill, Isle of Sheppey. The Thistle Hill site is an established housing development on the southern part of Sheppey, which is to be augmented by the Barton Hill development with a further 1,500 new dwellings. It is proposed to link these areas with a combined service, direct to Sheerness. Funding required submitted to KCC.
- Stones Farm, Sittingbourne is a large housing development to the east of Sittingbourne. It will include 600 dwellings. Funding required submitted to KCC.
- Iwade East and Amber Field, Sittingbourne (comprising land north of Quinton Road, Pheasant Farm, Bramblefield Lane and Great Grovehurst. Funding required submitted to KCC.
- Murston and Great Easthall. The Great Easthall development is scheduled to have between 500 and 800 dwellings and is already established in part. Due to recent network alterations this area does not currently have a bus service. Funding required submitted to KCC.
- A circular bus route should be introduced to cover the eastern end of the Island, and a Sheppey Transport Group should be set up to co-ordinate travel facilities around the Island.
- A link is required, particularly on Friday and Saturday nights to and from Sheerness and/or Queenborough railway station so that residents from Sheppey can travel to the railway station and pick up a connecting train service into Sittingbourne to enable them to support the night time economy of the cinema complex.
- Shuttle buses should be considered to serve smaller communities which would feed into the main circular services run around the Island, including the continuation of the “Rover bus” currently in progress, linking rural areas into the main routes.
- There is a need for a better bus service and buses running late into the evening to serve the Iwade area.
- The Upchurch/Hartlip and Newington areas need good connections into the main bus route services. For example, a shuttle bus could be used to pick up from these areas, timed to connect with buses on the main routes. The shuttle buses would need to cover several areas to be viable but could have a significant route to feed into the A2 bus service. This could include areas such as Milstead and Rodmersham and could also pick up areas outside of the Swale boundary such as Stockbury.
- For Sittingbourne itself, the desire is for buses to run late into the evening to serve surrounding areas such as Kemsley and Woodstock to allow travel to the cinema complex and back.
- The Kemsley area should include the Sonora Fields Estate, the new Meads Estate which is a new community and currently under construction, and the Kemsley Fields Industrial Estate
- Sheppey - WBC have funded a local hopper bus for the summer to support the local holiday parks and this has proved to be really popular, if they could extend the contract and make the start and end times earlier and later this would support those who have to travel to work at the Holiday Parks and would also support our customers travelling across the Island to go to work.



- More buses in Leysdown - Sheerness with earlier and later buses to accommodate shift working.

## THANET FEEDBACK

76 comments were received for the Thanet district across the two engagement exercises as follows:

### Service specific:

- 8 / 8a – 5 comments – reinstate route to Westwood Cross/Canterbury during weekdays, a better service from Margate through Broadstairs road, difficulty returning from St Pauls Church to Margate, divert every other bus to run via Nethercourt and Sarre to adapt to changes on service 9.
- 9 – 1 comment – return service to previous route, improve frequency, new route makes journey times longer.
- 11 – 2 comments – a service that runs earlier in the morning and into the evenings, improve frequency.
- 34 – 2 comments – explore bookable service options, reinstate route to Minster.
- 36 – 1 comment – carry on route to Westwood Cross so local people can access shops, improve frequency.
- 42 – 1 comment - reinstate service to Cliffsend.
- 48 – 1 comment – contingency provision if vehicle's late as only one vehicle operates on route.
- Loop service – 13 comments – air conditioning, improve cleanliness of seating, improve punctuality, improve customer care, extend service to include Nethercourt, Westgate on Sea and Cliffsend, direct bus from Parkway station to Ramsgate Harbour linking into Loop service, avoid bunching of buses, explore use of electric buses.

### Area specific:

- Broadstairs – 6 comments – better co-ordination of bus using shared bus stops, improve frequency in town suburbs, direct route from Broadstairs to Ramsgate Newington Road, regular services from Kings Avenue, year round service along Western Esplanade.
- Cliffsend – 11 comments – current service is very limited, service is difficult to get to for elderly residents, a service that runs earlier in the mornings, into the evenings and on Sundays, explore possibility of using smaller vehicles.
- Herne Bay – 1 comment – a bus service to Westwood Cross.
- Margate – 5 comments – a Sunday service, a regular bus to Bethesda Medical Centre, a service that runs into the evening, a direct service to Deal or Dover (not via Canterbury).
- Minster – 3 comments – improve frequency, a service that runs into the evening, connections with Sandwich and Birchington.
- Monkton – 1 comment – improve frequency.
- Newington / Whitehall / Dumpton – 1 comment – reinstate bus service to the town and supermarket / doctors surgeries.
- St Nicholas at Wade – 1 comment – direct bus service to Ramsgate.
- Westgate – 1 comments – more buses on Sundays.

- Whitfield – 1 comment – reinstate service to Margate and Ramsgate, difficulty getting to hospital / long journey.

9 comments were made for the Thanet district but did not specify a service number or sub area:

- Improve frequency with more routes across towns and district.
- Bus services that run to all towns without needing to change services.
- Improve provision from Thanet villages to towns.
- Earlier and later service from/to Beltinge.
- Service to Westwood Cross from Deal and Walmer.
- Explore provision of smaller vehicles / hopper services.
- Evening buses from/to Margate.
- A Sunday service from Thanet to Canterbury.
- Lack of bus provision for CT12 5 area.

Operator / member / stakeholder feedback for the Thanet district can be found below:

- Shuttle buses that run directly from the St Stephens district to Asda and the retail park adjacent to 'The Range' would be greatly appreciated, rather than being required to go into the bus station and then come out again.

## TONBRIDGE AND MALLING FEEDBACK

108 comments were received for the Tonbridge and Malling district across the two engagement exercises as follows:

Service specific:

- 6 / 6x – 2 comments - more frequent services, improve punctuality, diversion via Hale Street to offer villagers access to Maidstone and Tunbridge Wells hospital.
- 7 – 9 comments - later service on weekdays and weekends, link to West Malling, more frequent services, improve reliability, travel pass from Hadlow to Tonbridge / Tunbridge Wells, user of DRT / DRT to surrounding villages, access to Kings Hill, lower fares, smaller buses throughout day, improved access for those with disabilities, better timetable information in print and on bus.
- 58 – 1 comment - earlier bus to hospital.
- 71 / 71a – 4 comments - services arrive simultaneously, earlier buses on Sundays, buses from Maidstone to Bluewater.
- 77 – 6 comments - printed / easier access timetables, DRT to smaller villages, extend bus services from Kings Hill after 2.30pm, extend route to include A20, Hawley Drive, Park Road, Oxley Shaw Lane A20, smaller buses during the day.
- 151 – 1 comment - reroute along Oxley Shaw Lane to improve usage levels.
- 155 – 3 comments - use of single decker buses, service that runs through Snodland and Peters Village then to Rochester / Chatham, improved access / support for users with disabilities, inconsistency in fares charged.
- 205 – 1 comment - alternative / smaller vehicle used for a frequent, punctual service between Tonbridge and Paddock Wood.
- 208 / 208a – 4 comments - extend hours of service into the evening, more frequent services, improved punctuality, doesn't cater for school / early school finishes in some cases, instances of school service not arriving.
- 218 / 219 – 2 comments - reinstate late evening service, improved reliability, lower fares.
- 230 – 2 comments - more / improved services from Langton Green to Tonbridge schools to counter for early / later finishes, service from Chiddingstone to Tonbridge.
- 233 – 3 comments - more frequent services, capacity on school buses / seating, more school day buses to allow participation in after school clubs.
- 281 – 1 comment - diversion to new medical centre / civic centre and New Pembury hospital.
- 402 – 1 comment - timetables in shelters, more buses for adults in school hours.
- S570 – 1 comment - improve punctuality, improve reliability, improve school bus services, improve information if delayed / disrupted.
- 789 – 1 comment - improved frequency.
- X1 / X2 – 3 comments - improved frequency, run later from Kings Hill to rail station, services at weekends.

Area specific:

- Borough Green – 2 comments – improved reliability, Larkfield shuttle bus, have a service between West Kingsdown and Borough Green.
- East Peckham – 6 comments – evening service to Tonbridge, bus to North Kent college, more frequent services to supermarkets and rail stations, bus service through Golden Green and East Peckham to Paddock Wood.
- Eccles – 1 comment – more buses.
- Hadlow – 3 comments – direct bus to Sevenoaks, DRT to other villages / expansion of Go2.
- Kings Hill – 11 comments – more convenient bus routes, more frequent, reliable services to Maidstone and Sevenoaks, better connection with rail, better connection to Tonbridge and Tunbridge Wells for working people, earlier buses to get to Kings Hill for those working, smaller hopper vehicles during the day on narrow residential streets.
- Leybourne – 1 comment – service straight to Leybourne not going through Kings Hill.
- Paddock Wood – 2 comments – more buses to Tonbridge.
- Ryarsh – 1 comment – improve greenery of bus stops, bookable services.
- Snodland – 2 comments – improved access for older passengers / nearer village centres, buses to Bluewater.
- Southborough – 1 comment – lower fares.
- West Malling – 6 comments – bus to GP surgery at Kings Hill, more frequent connections to Tonbridge rail station and schools, integrate better with rail services.
- West Peckham – 1 comment – reinstate service lost.
- Wouldham – 2 comments – more frequent services, lower fares, concerns about services not being used / used / losing service.

26 comments were made for the Tonbridge & Malling district but did not specify a service number or sub area:

- Improve ticket options / extend route offering
- Improve information for routes outside district
- New services from Tonbridge station to improve usage levels
- Bus stop outside Tonbridge GP surgery
- Direct bus from industrial estate Goldsmid Road
- Improve frequency of services
- Loop from North Tonbridge to station takes too long / needs shortening
- Improve bus timetables / consider traffic peaks
- Services to run later in evenings and weekends
- Extend services in Higham Lane and Willow Lea

- Bus shelter near bus stops at Hadlow College
- Later evening service from Tonbridge station to North Tonbridge
- Reinstate services in Airfield estate
- Better liaison between bus operators and schools
- Improved reliability for school services
- School service between Tonbridge and Dartford
- More direct school services
- Better signposting of available services
- Extend services to Tonbridge in the evening
- Extend services to Elmhurst Gardens and Cranford Road, Barchester Way, Sullivan Road and Delius Drive to tackle isolation
- Improve services for adults travelling during school peak hours / length of journey
- Better consistency in fare prices
- More regular service between Tonbridge and Tunbridge Wells
- Expand direct bus routes to key destinations

Operator / member / stakeholder feedback for the Tonbridge & Malling district can be found below:

- 58 – BART area, W/E Malling - develop as a DRT operation and including 70 (Offham/Leybourne areas) and including Leybourne Chase.
- Kings Hill<>W Malling Station – Develop DRT link. Replace off-peak 77 with DRT linking to 7 at Mereworth.
- PW – Tudeley Village – Tonbridge (205 Service improvements).
- Extended routing of the 281 from Rusthall to Tonbridge.
- Tonbridge - Better transport provision in Hawkhurst/Cranbrook/Tatsfield & Edenbridge areas into Tonbridge. Earlier buses needed. Edenbridge does have trains but covid has put off users.
- Tonbridge – North Farm – Tunbridge Wells express service.

## TUNBRIDGE WELLS FEEDBACK

156 comments were received for the Tunbridge Wells district across the two engagement exercises as follows:

Service specific:

- 5 – 5 comments – better coordination of service to tie up with school bus provision, terminate in Northam to provide residents in Hawkhurst and Staplehurst to connect to Tenterden / Rye, explore option to run in a loop and serve villages, more buses on route to Sissinghurst.
- 22 – 3 comments – more buses from Chiddingstone to Tunbridge Wells, more buses between 4-6pm on school days to cater for after school clubs.
- 29 – 1 comment – improve frequency, run later in the day.
- 205 / 6 – 5 comments – a service that runs earlier in the morning (link to Pembury hospital), into the evenings and at weekends, better integration with rail services, improve frequency, link service to Paddock Wood / accommodate new developments, all services to run to/from Maidstone hospital.
- 218 – 3 comments - regular service between Knightswood and Tunbridge Wells Grammar school.
- 254 – 1 comment - a service than runs into the evening, improve frequency of service.
- 256 – 1 comment – improve frequency to Lamberhurst, a service than runs longer in the day and evening and to more destinations.
- 257 – 1 comment – run service through Sissinghurst to get to Tunbridge Wells easier.
- 277 – 11 comments – improve frequency, more frequent early morning/ reinstate commuter buses, route to Tonbridge station, school service to Skinners Kent school, more destinations, no direct service from Knightswood to secondary schools and Southborough, clearer timetable information, less stops on Birken and Liptrapps Lane.
- 281 – 5 comments - extend service to Tonbridge linking in Pembury hospital, later buses on weekday evenings and Sundays, lower fares, improved information on buses, route that goes to Fountains Retail Park, lower fares.
- 282 – 4 comments – explore possibility of using smaller vehicles during day and on narrow roads, improve frequency, liaise / better coordination with 291 service.
- 285 – 1 service – a service that runs on a Sunday and later in the evenings, replace old vehicles.
- 291 – 2 comments – improve frequency, direct service from Langton Green to Southborough, reduce connection time with 282 service.
- 297 – 7 comments - improve frequency, improve frequency, a service that runs earlier in the morning for commuters, reinstate service in Goudhurst, a service that runs at weekends, improve school bus provision from Skinners Kent Academy / timetable.
- 402 – 2 comments – early morning service for workers from Tunbridge Wells to Sevenoaks, longer routes which cover more destinations / reinstate Tunbridge Wells to Bromley service.
- 786 / 788 / 789 / 793 – 1 comment – improve frequency.



#### Area specific:

- Brenchley – 1 comment – regular service to Paddock Wood.
- Cowden – 2 comments – reinstate pre pandemic services.
- Cranbrook – 4 comments – more bus services, link to Hastings, lower bus fares, improve coordination with connecting services.
- Frittenden – 2 comments – a service connecting area to other destinations in Kent, more park and ride services, explore use of smaller vehicles at less busy times and rural areas.
- Goudhurst – 1 comment – reinstate bus service for those not travelling to school.
- Groombridge – 1 comment – consider service for easy travel to Tunbridge Wells e.g. hospital, cinema, without long waits and high fares.
- High Brooms – 5 comments – service that links to new Southborough Civic / Medical centre, increase access to High Brooms / station from Pembury road and Sherwood Knights park.
- Horsmonden – 1 comment – daily bus service to train station at commuter times.
- Knightswood – 9 comments – direct bus service to Tonbridge, Tonbridge station, Tunbridge Wells Grammar school, Tonbridge secondary schools, Skinners school, and Knights Wood for commuters and students, explore use of smaller electric buses to be more environmentally friendly.
- Lamberhurst – 2 comments – improve frequency, shuttle services to stations, lower fares.
- Langton Green – 4 comments – improve frequency, route to Bidborough, better coordination between bus services in local area / improve connections / link up services.
- Otford – 1 comment – integrated timetables.
- Paddock Wood – 4 comments – improved real time information at bus stops, improve frequency of services to towns (Tonbridge, Tunbridge Wells and Maidstone), better integration with other small villages, regular service from Horsmonden to Paddock Wood (train station), more services from Brenchley to Paddock Wood (older residents).
- Pembury – bus service from village centre to retail park and cinema at Knights Park, a service that runs in to the evening to Tunbridge Wells or Tonbridge, improve frequency, lower fares, improve frequency to Lamberhurst, service to secondary schools / from/to Skinners Kent Academy, link to High Brooms / station, more frequent service to Pembury hospital, direct service to Maidstone hospital.
- Rusthall – 2 comments – lower fares.
- Sandhurst – 4 comments – explore use of smaller vehicles around villages, use electric vehicles, service that runs the full length of Sandhurst Road, more buses to Tunbridge Wells and Pembury hospital.
- Sherwood – 3 comments – bus service to Southborough, lower fares, current routes are long and confusing.
- Sissinghurst – 2 comments – lower fares, direct route to Tunbridge Wells town centre.

- Southborough – 7 comments – service connecting to High Brooms Civic/Medical centre, library and sports complex, service to Tunbridge Wells hospital more frequently, direct service to Pembury hospital, better integration with rail / bus services / connections.
- Speldhurst – 8 comments – a service that runs into the evenings to travel to/from London, explore use of smaller hopper service due to narrow roads, more bus services, a Sunday service, service to/from Tonbridge, more frequent service to Tunbridge Wells.

9 comments were made for the Tunbridge Wells district but did not specify a service number or sub area:

- Explore use of smaller buses to estates where older residents live.
- More Park and Ride services / use old cinema site in Tunbridge Wells for a bus interchange.
- Analyse current routes to ensure they work for the area / whether there are better options.
- Later services from major towns to outlying towns / villages.
- Loop bus near the Netherworld estate.
- Loop running along Newington Road weekdays and weekends.

Operator / member / stakeholder feedback for the Tunbridge Wells district can be found below:

- While the above service can support those living in Tunbridge Wells Borough to attend Tunbridge Wells Hospital, a wider service in West Kent for those without alternative transport who need to attend Tunbridge Wells or Maidstone hospitals should be considered. This service may require funding both from KCC and from Maidstone and Tunbridge Wells NHS Trust to be viable.
- A later service on route 291 from Tunbridge Wells towards East Grinstead. Last bus from Tunbridge Wells is 1915.
- A Sunday service on routes 231/233 to provide link between Edenbridge and Tunbridge Wells including the rural communities along the way and Penshurst Place tourist attraction.
- Tunbridge Wells – Pembury – Paddock Wood (6 service improvements).
- 277 - earlier start, later finish and more frequent buses (i.e. 15 mins). Request for service to extend to Sainsburys and West Station all day (currently stops at 2.30pm).
- Many residents in Sherwood and neighbouring Pembury have children that attend the 5 schools in St, John's Ward. A Pembury, Sherwood and St. John's service is wanted by many residents.
- A Sherwood , High Brooms and Southborough service has been cited by residents; it will connect High Brooms Station to both Sherwood and Southborough and will assist commuters and school/college attendees to Tonbridge.

## APPENDIX - SERVICE SPECIFIC FEEDBACK – COMMENTS SUBMITTED

### Ashford

Town/village	Service	Comment
Biddenden	12	Much lower fares.
Biddenden		Need to be MUCH cheaper. Also, parking in towns should be more expensive and limited. One could fund the other. It costs nothing to park in Tenterden but the bus from Biddenden is £15 return for two people. The cost of petrol is (8 miles) is about £1.
Biddenden		Having moved to Biddenden recently and a non driver I am currently having problems getting a job in Maidstone due to the non-existent bus service offered. There seems to be a bus at 7.30am then nothing until 9.30 at least, not helpful when you have kids
Charing		A bus from Stalisfield to Charing, and bus service Charing- Challock- Chilham
Chilham		Service needs to run later in the evening so we can use bus to access night-time economy in Canterbury (Theatre, restaurants, bar's etc) rather than relying on expensive taxis
Chilmington		Introduce a commuter service from Chilmington to provide journeys to and from Ashford station.
Egerton	123	Better intervals to allow enough time in Ashford. Weekend service. Connect to Pluckley station
Hamstreet & New Romney	11/11A	There is no consideration of how bus services are used outside school hours. More people want to go shopping, but buses to/from the villages are too infrequent. If I want to go to the Doctors' surgery in Hamstreet I have to wait three hours for a bus back
High Halden		There is no service for the people of High Halden Only a 2 hour service to Ashford and Tenterden and no service at all on a Sunday. ??? and Tenterden and d
High Halden		Why does High Halden have buses every 2 hours while St Michael's less than 2 miles away has far more. Why can't the 2A service include High Halden. Small more regular buses would be great. Better dry bus stop waiting areas would be welcome
High Halden Tenterden	2 and 12	No 2 service more frequent and at weekends. Also No 12 to have an additional stop on A28 before left turn towards Biddenden and Headcorn.
Hothfield/ Charing	10x and 124	Needs to be more frequent . We have children and after school if they miss their bus they have to wait nearly 2 hours as no other buses come this way !! When we pay £360 for a bus pass a more regular service is needed
Kennington	B line	Alternate buses to run via Sainsbury
Kennington	B	Pickups from the train station need to be more frequent and reliable.
Kennington	E line	Reinstate this service please
Kennington		Direct bus from Kennington to Highworth Grammar. There must be a significant number of pupils traveling this route. The current option involves a 10 minute walk from town crossing 2 main roads.
Kennington	B	A more direct bus route into town/station. I live in Kennington on the main road from Canterbury, the bus journey takes 40 mins to the station, including a 20 min walk. Driving is less than 10 mins. Why would I pay c£6 (return) to use the bus?
Kings Hill	Not sure.	More frequent buses to & from King's Hill, West Malling
New Romney	11 & 11B	working till 5p.m. in the city means you miss the last bus home, so needs to be after 6p.m. to give people a fair chance of getting home.
Pluckley		Bus services to Pluckley station in particular would be very helpful; and would ease the difficult parking situation there. I'm not sure if this kind of issue applies elsewhere, when it's difficult to reach public transport at all.
Rolvenden	2	A bus between 15.14 and 17.40
Sellindge	10 10a	On a Sunday I believe it is 2 hourly.

Town/village	Service	Comment
Shadoxhurst		Look at how the areas are changing and make sure all residents have a say! I live in Shadoxhurst where bus services are every 2 hours. Apparently a survey was completed in the village but I never saw it, had access to it or completed it!
Shadoxhurst		Shadoxhurst is very poorly served with a bus every two hours and nothing going down Hornash Lane. We all need cars to get to either Tenterden or Ashford
Singleton		Buses for Chilmington Green
Singleton		bookable service - stop sending 2 buses literally behind each other so its empty - better night services from the rail and town centre which could be booked to take people home and no need to do long routes where no one is there or no need required
Singleton		Cleaner buses that run on time to a timetable. Better fare value as it's cheaper to run a car than use a bus. Director
Singleton		Route travels out of town too as often our doctors and other things are not town based anymore. It takes too long to get a bus into town and then out again just to go shortish distance (disabled with mobility issues)
Singleton		Bus route to be used from Singleton through Victoria way
St Mary's Bay, Dymchurch Romney area.	10 11A 102	More frequent quicker routes to Ashford or at least a train station. Whichever route you take to get to Ashford is ridiculously long with multiple changes. Buses are frequently late making journey times even longer.
Tenterden	2 and 2A	Only runs til 8.30pm Mon to Saturday (hourly) and 6.30pm Sunday every 2 hours. More frequent if possible but definitely running later would help the economy in Ashford as we can't access the cinema unless we finish by 7.45pm so a meal afterwards is out.
Tenterden	2	reliable bus service to William Harvey Hospital and maybe to Business Parks and McArthur Glen outlet
Tenterden	2	Run a bus from Tenterden to Rolvenden on to Hastings between 15.14 and 17.40 because this is a huge gap with no bus
Tenterden	2	The No 2 (A28) Connects Canterbury and Hastings via Ashford all of which have a regular Train Timetable to London and other destinations. But the bus service is only 2 hourly at times. This service also connects to No 12 which is half hourly to Maidstone.
Tenterden & St. Michaels	2A	The bus needs to be more frequent used to be hourly now two hourly so less people use it.
Tenterden		You should offer all children free bus passes in Kent, if they opt for their closest grammar school which is over 10 miles away! My children both go to grammars in Ashford. We live in Tenterden...a 25 mile round trip, along the A28. You can't cycle this.!
Tenterden		Buses are not an option due to the risk of getting stranded. One can take a bus to Tenterden, for example, but not get back as the next bus is not running.
Tenterden		Better integration with trains. More "hopper" buses for villages around Tenterden
Tenterden		A connection from village to the Tenterden/Headcorn routes
Tenterden		Please please hard-link your Tenterden service to the Headcorn to
Tenterden		Link the service from Tenterden to Headcorn with the
Tenterden		Introduce a service from Sandhurst to Tenterden, in fact a continuation of the existing no 5 service in a circular route from Maidstone would make sense.
Tenterden		Same as Q1. but more detail. A two-hourly service from my village to the local towns (Tenterden & Rye) is no use, it needs to be at least hourly to be useable, as it was until cuts a few years ago, which was a bad step for getting people out of cars.
Tenterden		To coincide with train times. Evening buses. Travel from Cranbrook to tenterden.
Tenterden		Kent We desperately need a service to connect Sandhurst, Kent with Tenterden. There is currently one bus A WEEK at a time that doesn't get to Tenterden until the Friday market is nearly over.
Tenterden		Direct bus service between Hawkhurst & Tenterden
	1	The route 1 between Ashford and Canterbury is good example of what is NOT wanted. It is slow and indirect. It runs only every 2 hours with a 3 hour afternoon gap from Canterbury. No evening or Sunday/Bank Holiday service. Does not run to Ashford Station.

Town/village	Service	Comment
	1a	The 1A service from Ashford to canterbury is the least frequent and reliable service on a major route out of canterbury. There are no night or Sunday buses and access to large villages like Chartham or Chilham is very little, Compared to Blean and Sturry
	C	Buses running earlier and later at night. Replace the ageing fleet of buses serving Ashford with newer, cleaner vehicles. Improve communications between bus controllers and drivers (2-way radio) to improve service management in disruption.
	A/D/C	buses to run later into the evening to support hospital and care workers in getting home, especially on Sunday's and public holidays
	111	Make 111 Ashford-Folkestone service thurs only, a daily service - very well supported!
	11a	The 11A service from Ashford to New Romney serves Newchurch village. Its timing and frequency are not aligned with residents' working hours. Perhaps merge 11 and 11A services?
	11	Route 11 - Ashford to New Romney including Lydd. Please can this service be made more frequent and introduced in the evening and on Sundays. Anyone working in Ashford on Sundays cannot access the town by public transport on this day for New Romney.
	11	Route 11 - Ashford to New Romney including Lydd. Please can this service be made more frequent and introduced in the evening and on Sundays. Anyone working in Ashford on Sundays cannot access the town by public transport on this day for New Romney.
	666	For the 666 bus from Faversham to Ashford, fit in with end of school- currently a forty minute wait for Faversham students to get the bus home to Sheldwich and other villagen en route. Thank you
	292	Autocar 292 needs to go at a much earlier time. It was designed to provide transport to the Tenterden Market. It needs to be in Tenterden between 9.30 and 10am.
	292	Stagecoach 292 was designed to take people to the Friday market in Tenterden. They need to arrive there between 9.30 - 10am. not closer to 12 noon.
		A bus service that went from Stanhope/Singleton to Tesco Park Farm would be great.
		Reliable, punctual and regular services is a must in Ashford. In return people will use bus services more reducing car traffic and pollution
		More direct bus routes through Ashford, following the main roads, not winding through the housing estates. Most of us travelling to the station/town are prepared to walk to the main road to pick up a bus, esp. morning/evening
		local bus services around Tenterden and St. Michaels local housing areas
		A Sunday and Bank Holiday service to Ashford.
		More direct services to e.g. William Harvey hospital, Estuary View medical centre
		More direct services, i.e. Dymchurch & St Marys Bay have no direct link to Ashford or Canterbury
		better consideration of link up busses for rural communities. Living in Lydd and trying to get to Ashford or Folkestone is challenging, Canterbury or Cheriton (for the nearest large supermarket) is a nightmare
		regular reliable services to the main hospitals (Ashford/Canterbury/ Dover) from Hythe/Folkestone
		Better service to local hospitals and medical centres. e.g. From Faversham, a regular service to Ashford Hospital and Estuary View in Whitstable.
		Need a double decker on the number 10 to Folkestone from Ashford on weekdays. Too many people wanting to get on at William Harvey Hospital
		Better bus connections when traveling to William Harvey hospital, Ashford from Lydd, Kent.
		Getting to WH Hospital from Folkestone is tedious.
		better coverage of early and evening buses to cover rush hours and enable people to get home e.g. last bus Ashford to New Romney is approx. 5.30p.m. could do with being at least 6p.m.
		More direct services to places such as Westwood Cross from Broadstairs or William Harvey Hospital from Ashford Train Station etc.

Town/village	Service	Comment
		Rail Link service, just to the station and back. Like the old 12RL Tenterden to Headcorn Station
		Living in a rural location with only one bus each hour during the day does not encourage me to use the bus service and with the last bus back to the village from Maidstone at 19.11 and at 18.43 from Ashford evening travel is impossible
		Half hour service from Ashford to Maidstone. Services to out of town shopping centres.
		Desperate need for a direct bus service from Folkestone to Wm. Harvey hospital. It currently takes over 2 hours. Also would be good to have a service to Gatwick/Heathrow. Toilets on long journey buses are badly needed.
		Better bus service between Faversham and Ashford
		Better bus service between Faversham and Whitstable . And better bus service between Faversham and Ashford .the latter to include bus to Aldi in Faversham .
		Direct buses from Maidstone to the coast and less need to change at Ashford ,Chatham etc

## Canterbury

Town/village	Service	Comment
Adisham		A bus service from Adisham. There is currently only a school bus service.
Adisham / Bekesbourne		Bring back the bus service through the villages Adisham. and Bekesbourne e please.
Aylesham	89	We need a Sunday service that runs late into the evening. We also need a more frequent service Monday - Saturday with access to canterbury and back late Into the evening. Being able to get the bus to canterbury at 9pm would be such an improvement.
Aylesham	89	A bus that runs across the villages and to Aylesham train station
Bekesbourne		We do not have a bus service in Bekesbourne
Bekesbourne		A bus service a couple of times a day would be good for us in Bekesbourne near Canterbury. At present we have no bus service except for school days yet Folkestone and Dover buses go through Bridge a couple of miles away.
Blean		Living in Blean , I am limited to local towns without changing and TBH only really use it when socialising so having toilets at Canterbury would be really useful or more direct buses to Sandwich or Deal.
Broadoak	7	Needs to run later and on Sundays
Broadoak		A Sunday service from broad oak to Canterbury, a later number 7 bus in the evening
Broadoak		Den grove park Broad Oak is completely cut off on a Sunday as there's no bus service. Most of the residents are elderly and can't walk to the nearest bus stop that has a service
Broadstairs		A bus service from Broadstairs directly to Canterbury Hospital is really needed as we are now being sent there instead of QEQM.
Broadstairs		A direct bus from Broadstairs to Canterbury Hospital is really needed. Especially for the elderly. Extremely difficult for them - bus to station to get train - then another bus from station to The hospital. We're being sent to Canterbury not QEQM
Broadstairs		A bus that goes from Broadstairs to Canterbury hospital
Chartham	1	- Make more frequent
Chartham	1	Use smaller buses (like in Ashford) to reach further into the village, such that bus stops can be more local to residents.
Chartham	1	More frequent buses between Canterbury and Ashford, with services late into the evening and on Sundays. It is impossible to travel reliably to work or to the main hospital in Ashford on public bus services.
Chartham	1	More frequent buses to Chartham are needed that run in the evening, on Sundays and Bank holidays.
Chartham	1/1A/1X	Needs to run later and ALL week. Get rid of gaps e.g. nothing into C/Bury from 15:23 to 16:48, nothing out before 9:20am. This is a growing village not serviced properly. The service was better in the 1980's than it is now.
Chartham	1a	A later bus service in the evenings and a bus Sunday service
Chartham	1A/1/1X	We need more frequent and better bus services, as buses to Chartham and Chilham are so limited, they are once an hour compared to once every 10 minutes in Sturry or Blean. There is no reason for this limited service, and we are stuck with awful service.
Chartham		As said on the previous comment - make the buses trackable so people could see where they are on a map. Also, how busy they are would influence people to travel if they knew the bus was 5 minutes away and empty, rather than 2 miles away and full.
Chartham		Needs to run more frequently and until later in the evening plus be more direct and not go all around the houses which takes far too long. There could be smaller shuttle type buses with concessions for villagers
Chartham		Give Chartham more than one bus an hour and some Sunday Bank holiday service if only in the summer.
Chartham		A later bus service serving Chartham and the introduction of a Sunday service too!



Town/village	Service	Comment
Chartham		Rural areas in particular need more services. Chartham Hatch and Old Wives Lees need more attention and frequent services due to high elderly populations living in remote areas.
Chartham		If the buses to Chartham were to run longer hours as it's frustrating if we miss the last bus at 18:20 you have to get the train it's like we can't enjoy ourselves for long periods of time and if they were to run later from Ashford to Canterbury too!
Chartham Hatch		Actually having a reliable bus service that is affordable and more bus times.
Dunkirk		I live in Dunkirk, Boughton which comes under Swale. I foster children that want to go to Canterbury. I have to spend £25 a week and get a southeast bus pass. This seems so unfair.
Faversham	3x 3 3A	All of these bus routes travel from Faversham to canterbury and in reverse via Love Lane. Travellers in the A2 and the Mall have no service and have to walk to the town centre or railway station to get on a bus
Goodnestone		School service / Working day Service. As an additional stop to the Wingham or Aylesham bus would be a start. Twice weekly bus to a supermarket which also returns to the village. Community engagement / survey could assist in identifying frequency of use.
Grimshill		More stops for people who live on the estates like Grimshill and more frequent and better destinations
Hales Place	21 21A	Need a direct but from Hales Place to Whitstable and Herne Bay.
Hales Place		direct bus to Whitstable, Tankerton and Herne bay or at least a bus which takes you from hales place to the university all day every day so can get to Whitstable without having to go back into the town !
Hales Place		only 3 answers all above is important - Buses from hales place to Whitstable and Herne bay, the current triangle only serves one side of Canterbury the richest side who all have cars! Hales place needs direct buses to Whitstable, Tankerton and Herne Bay.
Harbledown	3	More frequent buses that run for longer each day / evening
Herne Bay	Triangle	Please make sure it's put in the app if the bus is not coming it's an hour journey and I can't afford too miss a bus for work purposes
Littlebourne	43	Buses need to run later perhaps until 11.30 especially at the end of the week.
Herne Bay		A daily ticket for the Herne Bay Area.
Herne Bay		Run direct bus from Herne Bay and Reculver to Westwood Cross so we can access the main shopping area easily without having to change at hospital and wait up to hour for connection
Herne Bay		Provide a service from Herne Bay to Faversham
Herne Bay		I would like a bus from Herne bay to Westwood directly. From HB to Faversham. Buses to local attractions. The bus stops both ways nr Sturry park and ride are very uneven and lots of vegetation on the opp side. Can they be improved pls.
Lower Hardres		The services need to be more frequent
Minster		Mainly, as ticked, the lack of buses where I live in Minster on Sundays and Bank Holidays. Perhaps more direct destinations, instead of having to change at Canterbury.
Minster / Monkton		I travel to Canterbury from Dumpton Park quite often and the journey takes ages since incorporating Minster and Monkton into the route. If the bus is on time (sometimes it's up to 20 mins late owing to traffic etc) it can take over an hour and a half.
Nonington		We have a little bus that runs to Canterbury on wed & sat and a thurs to Sandwich., leaving only a short time to do any shopping. Our proper bus service was removed some two years ago.
Nonington		A bus to Westwood Cross and Dover Tesco and sports centre. Longer time in Canterbury
Nonington	89, 542, 544	It needs to be more frequent (currently school bus only for 89, once a week only for 542, twice a week for 544)
Petham		Buses through the villages (we're in Petham) to Canterbury need to get us to the station to be able to catch a train that means we are in london before 9am and also allow a return after 6pm - currently they do not do this and we have to drive

Town/village	Service	Comment
Petham / Waltham		An evening bus service back from Canterbury, through Petham, Waltham and ending in Hastingleigh - allows us to have a night out on town and not worry about a cab – think it will increase footfall into town and gets the local villages in to spend
River		Direct bus service from River to Canterbury and Direct service from River to Dover
Rough Common	27 and 3B	We need more buses, as the previous 3B service offered. Hourly 3B each way was OK. Buses leave the bus station to be in Rough Common at 9.14 and 10.14 but people are not allowed to ride on them! We have now no service after 2.14 and only to Canterbury
Seasalter		Seasalter needs a decent service for longer each day
St Stephens		Residents in the St Stephens district of Canterbury would like to be able to use a bus service that runs directly from St Stephens to Asda and the retail park adjacent to 'The Range'.
St Stephens	Triangle	Need buses running from Hales place to Whitstable and Herne Bay direct, currently 40 min walk to nearest bus stop at Kent Uni or across town or take 2 buses and double back into canterbury reroute the triangle to cover tenterden drive
Sturry and Harbledown	3 and 8	The 3 service is only 1 an hour and then is usually very late . The 8 is always super busy could do with more buses
Swalecliffe	Triangle	Very pleased with our service
Tyler Hill	5	It needs to be more frequent, and also the hourly schedule is not maintained throughout the day - in the afternoon there are longer gaps between service. The University had agreed to support a more frequent service pre-Covid 19, so funding is available
Waltham		I live in a small village (Waltham) with no evening service to/from Canterbury - the main time and destination I would most likely use the bus, if a service was available.
Waltham		I live in a small village (Waltham) with no evening service to/from Canterbury - the main time and destination I would most likely use the bus, if a service was available, particularly on a Friday and Saturday
Waltham		I provide a bus for the evening which serves Waltham near Canterbury which should be a loop service from Ashford via Wye to Canterbury to include an evening service and Sundays.
Waltham / Wye		Introduce Canterbury to Ashford loop incorporating Waltham and Wye - also a late night loop to allow Wye village the use of Ashford/Canterbury restaurants etc rather the private cab firms being used - this will bring more people into town centres
Westgate		I wish the Loop would stop in Westgate. Getting anywhere other than Margate or Canterbury way
Westgate / Birchington		I do not use the bus service very much but I find the loop service around Thanet to be good. Perhaps that could be extended to include Westgate and Birchington. That would then prevent problems for people travelling to Canterbury, etc.
Whitstable		Stop the free passes.
Whitstable		A better bus service from Whitstable to Margate hospital.
Woodnesborough		We are left with a mile walk along narrow country roads without a pavement to access a bus to the nearest shopping area.
Wye	620	Get rid of the old, noisy, smelly diesel buses! More buses for school journeys, currently there is NO provision for schoolchildren from Wye to Canterbury grammar schools, so all of us driving cars and adding congestion. Add Wye to 620 route again please.
	21 21a	More buses some direct for school kids currently this bus is too small to service kids at 3/4 schools
	4	This needs to run later in the evenings. Service from Whitstable through Blean to Canterbury are too irregular and finish far too early in the evening making it difficult for residents and Uni students to get to Canterbury
	5	A fast, direct number 5 service between Whitstable and Canterbury via Chestfield that doesn't travel round two housing estates would be appreciated.
	5	Needs to run later on Sat evenings and on Sundays
	40	Better linking of towns. Some smaller buses & more of them. Quick routes to major hubs e.g. I can drive to Canterbury in 20 mins. Bus takes 40 & is expensive esp. if more than 1 travelling - group tickets like Network Rail card?

Town/village	Service	Comment
	20, 21A, 4, 27	More bus services are needed to serve Canterbury West station in both directions. The 27 that serves the bus stop outside the station only runs once an hour, while the Uni 2 runs in University term times only. 21, 21A and no 4 buses could also stop there.
	21 21a	21 needs to run all evening to Hales Place direct also needs a stop outside West station, sick of using cabs, we need good evening service and Sunday service this should be every half hour on a Sunday. We also need direct bus to Whitstable
	4 & Uni2	Buses from Uni Campus to city centre via Sainsburys stop running far too early in the afternoon and are then not frequent enough (especially during non-term time, when Uni2 is not running). Students are not the only bus users, other users exist too!!
	3b	At least two per hour in each direction
	36	Make 36 half hourly. More frequent to Reculver
	620	Two extra daytime services and 1 evening (c.9pm) 620 service from Canterbury.
	620	Free or subsidised bus passes for school children, that would reduce the numbers of cars on the roads, which would improve pollution. A later return bus from Canterbury on the 620 bus service, especially at the weekends. Being able to buy a return in the
	620	Night service on route 620 to all residents to go out for dinner or show and return on bus. Currently have to pay for a taxi each time from Canterbury. Last bus to Canterbury is around 4pm and from Canterbury is around 5.45. Not sufficient for population
	5	On routes that have a low footfall i.e. no 5 that serves Seasalter, maybe use a single decker but more frequent service.
	5	More buses on many routes. The No5 from Canterbury is under used because it's not fit for purpose. You cannot use it after mid-afternoon if you live in Chestfield and Tyler Hill as you cannot get back home meaning you have to rely on polluting cars etc
	Triangle	On Triangle route More bus shelters at Greystone rd. Tankerton Rd and Sea Street outside the Horsebridge Whitstable
	Triangle	used the triangle today, no problem with waiting times, but astounded at the price £5.50! It really doesn't encourage you to leave your car at home. Would sooner take the bus, but will always choose my car if I have to pay that much, no wonder the buses a
	6	Reintroduce the No6 service which went directly from Beltinge to Whitstable and then on to Canterbury
	36	Run the No 36 on Sunday from (Herne Bay to Margate as this will enable people to visit QEQM Hospital or to the beach etc
	36	Run the No 36 on Sunday from (Herne Bay to Margate as this will enable people to visit QEQM Hospital or to the beach etc
	12	Running the no12 from Deal to Canterbury on a Sunday would be a good start, as would extending the service to run a bit later, into the evenings...
	660	Increase the frequency of the 660 Tankerton to Faversham. Perhaps extend the service to Herne Bay
		More frequent, more reliable, lower cost, environmentally friendly
		More frequent, more reliable, lower cost, run later at night more frequently, environmentally friendly. Current low bus usage is because the service is so appalling. Downloadable app that tracks bus times.
		Timetables at ALL bus stops, with, ideally, live updates
		Bus services should offer improved integration with other modes of public transport and each other. High quality interchange hubs could be developed at Canterbury stations and park and ride sites
		There should be a circular service in Canterbury running round to the Canterbury East railway station and the Canterbury West railway station and into the central bus station. The service from Canterbury West station is almost non-existent
		A frequent two way 'Hopper' bus following a circular route between the two city stations and the bus station, serving the new Riverside cinema complex, Kingsmead Leisure Centre and King's Recreation Centre with timetables co-ordinated to meet trains.
		A direct bus from Canterbury to the William Harvey hospital and back that runs in the evenings and at weekends would be helpful.
		A huge benefit would be a shuttle service from Canterbury West linking to city centre and Canterbury East. People alighting at the rail stations on a first visit have no idea where they are in relation to the city centre and bus station

Town/village	Service	Comment
		A comprehensive, equitable 6am - 11pm service for all parts of the wider city area. Weekend/ Sunday services should follow the same routes and use the same route numbers as buses that operate on weekdays.
		More frequent and more direct services please
		Real time electronic information at bus stops should be available to let passengers know when buses will actually arrive.
		When travelling from Whitstable to Canterbury make it cheaper to catch the bus rather than driving in a private car including parking (making parking more expensive is NOT a solution).
		More to Tyler Hill
		CT53DS very poor service and yet many older people without cars. Infrequent and not at good times. Improved service would help more elderly people get out more and see family/friends
		More buses around the Canterbury area, linking up all parts of the City. Toilets on buses which go further afield - I don't use the buses on journeys more than 20 minutes due to a bladder problem. Also, restoration of toilets at the bus station.
		More services that connect different parts of canterbury without going to the central bus station, e.g. hospital to university or west station to wincheap etc without having to change buses as it does time to the journey. Also, prices are way too high!
		Canterbury is poorly served by Stagecoach. There is no proper service from either of the train stations. Goodness knows what tourists think!
		£ for mileage not the same around Canterbury. Cheaper to drive in and pay to park.
		Free or nominal cost to radically shift out of cars. If that's not possible, free park and ride throughout Kent - I live in canterbury- cut city centre congestion and encourage city centre shopping instead of out of town malls which would regenerate high
		More frequent services, evening services and buses stopping at the Canterbury railway stations.
		The Bus service in Canterbury is currently so poor that any improvements would be most welcome. For instance, there is not a bus after 6 going into town from where I live. And the timetable bears no resemblance to the actual movements of the busses
		Direct Buses that link South Canterbury to Canterbury West
		Since Canterbury's bus station is often the cause of traffic as buses queue to go in as its full, can't really see how adding more buses to a central station that is already an issue for traffic flow in Canterbury any more useful.
		need a more frequent service one bus an hour is a joke if live in Seasalter you have to get 2 buses to get to the doctors. or the shops - they don't go where people want to go
		Would like a later bus out of Canterbury city centre heading back to the Whitstable area. This would allow people to pick up more hospitality jobs in the city centre and not have to worry about getting home.
		Smaller buses for country routes. More buses to Rough Common!
		Flat fee for travel such as in London where it is £1.50 for all fares, hopper ticket if you change buses within the hour to remove bottlenecks of people out of congested areas. More linked up routes to avoid the into and out of Canterbury to get to area
		I can only speak for my area near Canterbury - w/end services and not finishing too early would encourage more users + good pricing.
		Buses cost too much if they cost less or were better value it would encourage less car use into the city of Canterbury in particular
		Have a bus running along the seafront and especially along Hampton Pier Avenue. More bus timetables readily available.
		Single decker would be better, around Whitstable 😊
		Have a bus that's circles canterbury. Currently you cannot travel by bus from outside one side of the city to the other without changing buses as all buses terminate at the bus depot in the city centre!
		I find generally Stagecoach are a very good service provider. A bus every 15 mins would be an improvement with a seating bench at each stop, especially at The Horsebridge in Whitstable

Town/village	Service	Comment
		Better bus/rail integration in Canterbury
		More cross Canterbury routes rather than everything terminating in the city centre. Better integration with train services so buses can be used as part of longer journeys
		Cost is a big factor - it is cheaper to go by taxi to Canterbury from Whitstable if there are three people.
		It would be nice to have more than one bus I live in Reculver only get one bus at 9.35 every if you miss that you cannot get anywhere without getting a cab being a pensioner that is too expensive
		Better service to Canterbury West
		Prices. I can travel all over London for £1.50. That will get me two stops in Canterbury. To go to my biggest supermarket costs almost £3 so for two of us, that's £6 on top of our shopping. No wonder people take their cars.
		As someone who's new to Canterbury (new to the UK as well), I find the public transportation here very disappointing. A 9-min drive would be a 45-min commute or a 40-min walk! How is that logical?
		I think there should be later buses to Whitstable from Canterbury. Maybe 1am, 2am and 4am. This would coincide with pubs and clubs closing and be more attractive than an expensive taxi home.
		Make them run on time according to the timetable. Have buses go direct to places people regularly go to and from Canterbury..e.g..... Tankerton beach, Deal and Ashford Hospital
		I get so annoyed that I have to pay £7.30 for trip Whitstable to canterbury same price to go to Folkestone, puts me off using I would use more often if done cheap shopping day return
		Bus times to be changed so that the bus from Dover does not arrive in Folkestone just in time to see the Canterbury bus leave etc>
		Offer direct service between Maidstone and Canterbury.
		Shorter times Ramsgate to Canterbury and more buses only 1 an hour takes well over an hour to get there
		Living in a village that has no bus provision it would be nice to have a service! However, when the bus service was running it only went to Canterbury. Alternate services to other towns such as Sandwich and Dover would, and still are of benefit.
		A more frequent service between Deal and Canterbury, all day please. Also evening services. A single decker or even minibuses between Deal and Canterbury until 11.30 pm would be really beneficial and grown up!
		Services that link together (timetabled) for villages so it's easier to get into main towns. For example, Shepherdswell to Lydden, Lydden to Canterbury. Or just a direct service from Shepherdswell to Canterbury please!
		Consider keeping 'school' bus services through holidays for people using them to get to work, e.g., my son worked in Sandwich, and used the 'school' service. In the holidays he had to go via Canterbury, which meant leaving at 5.30am, instead of 7.15am.
		By making a better connection from the villages to the major towns i, e. A direct service from River into to Canterbury
		Buses canterbury/deal only 1 an hour when finishing work in canterbury at o'clock having to wait 40/50 minutes for the bus means I drive in because it's a lot quicker
		To have a bus service would be nice. Nonington had a service, but no more. A bus to Canterbury and Dover twice the day would do.
		Make is easier to access bus times and make them more frequent. Could there be faster services - for example Faversham to Canterbury that go direct?
		I live in Medway, we used to have a bus (I think it was the M2 coach) that ran directly to Canterbury it stopped due to pandemic, could this be reinstated? It gave us access to buses from Canterbury to other places of interest.

## Dartford

Town/village	Service	Comment
Crockenhill	477	To be more reliable (on time), evening and Sunday services restored (not entirely, as this would not be cost effective, but a least in some form).
Erith		Erith to Dartford and Bluewater takes so long on the bus. A bus should go along the A206, and A2026 into Dartford then maybe extend into Bluewater along the Fastway.
Greenhithe		Need the return of our bus service through Knockhall area of Greenhithe to Gravesend and Dartford and our local Asda in Greenhithe
Hextable		Swanley and Dartford are in the oyster card area. Hextable should be as well. The journey cost to either of these two is prohibitive
Ingress Park		Buses need to run later
Longfield	474/475 & 489	Adjust the timetables to improve connections at Longfield between the services and remove duplication between Southfleet and Longfield.
Longfield		Add more services to areas like Longfield.
Longfield		I'd like to be able to get directly from Longfield to Dartford and if I could use services more
Meopham		Better bus routes for remote locations e.g., Meopham to Bluewater.
New Ash Green		Increase services to New Ash Green. Evenings and weekends are poor and don't run after around 7pm. Increase early morning buses to Dartford and Gravesend.
		Disabled people living in Perry st have no bus service so people in wheelchairs have to struggle to try to get at least a quarter of a mile to the nearest stop.
South Darenth		Bus service to link A regular south Darenth and Eynsford and Sevenoaks
South Darenth		A regular service direct service to Bluewater, at the moment there is in a minibus service every Tuesday twice a day in school holidays
Stone	480 and 492	It is essential that a service between Stone and Bluewater is maintained. The 492 currently provides this. It was threatened with withdrawal but reprieved for the time being.
Stone / Greenhithe		More options towards London
Sutton at Hone, Hawley Horton Kirby	414	Replace current unreliable operator, services cancelled, no timetables on stops operator leaves pax stranded in Dartford very old buses improved frequency no response to customer comments.
Swanley	477	Need to be reliable and more frequent. Need current service display boards at bus stops showing when next bus expected (like TFL have)
Swanscombe		Stop cutting services through villages! Swanscombe has lost bus services, but neighbouring castle hill/ Ebbsfleet has an improved service - which nobody uses!!
Wilmington	477	A service that runs to train stations. Particularly at times for commuters as it is impossible to get out of Wilmington via public transport to a station that will get you to London on time
	477	Actually, have bus timetables. I have a lot of the older generation ask me how long until the bus, and if it's cancelled, they don't know. I'm doing my driving test soon so hopefully I won't need the 477 anymore as it's as useless as a chocolate teapot
	477	More frequent 477 buses especially before 08.00 for college students. My son uses the 477 and has had get an uber at times to get to college on time
	477	Bus pass use from 09.00 as people in work/ school by then Reliable way of knowing if bus on way as frequent cancellations of 477.
	477	Reinstate evening 477 service to Orpington and Bluewater. Make the extortionate fares cheaper. Ensure buses turn up.
	477	To have improved communication of services with passengers. The App is so poor and doesn't confirm if or when the services are running or are going to turn up. Having lost my license for medical reasons I have no choice so have time use 477 which is poor!

Town/village	Service	Comment
	477	Reliability is key - but very difficult for my local service (477) as any problems at Dartford Tunnel - which are frequent - mean all the roads around Dartford/Swanley get absolutely jammed delaying buses. Not sure there's room for bus lanes though.
	477	More bus routes that go via Swanley / Hextable. Maybe use smaller electric buses to go to more routes. Also 477 to go back to full service after 6pm and at weekends.
	477	The only time I caught the 477 to Swanley the price was so much that I bought a single and walked home about 2 miles I thought the bus driver had asked me to buy the bus not a return ticket
	477	It needs to be cheaper, at times it's feels like an out and out scam. Additionally, the reliability is well in need of fixing, in particular the 477. It's horrible to get that bus and I often go out of my way just so I don't have to make a journey on it
	477 / 476	Fares are far too high and services to Bluewater for example have been reduced massively in last few years - I used to frequently use 477/ 476 but don't see it as reliable anymore - would expect to see improvements in frequency but think it has got worse.
	477	The 477-bus route needs to improve in terms of punctuality, reliability and customer service. In Crockenhill there are many school children and elderly people who have few other options in terms of transport. Complaints are largely ignored by Arriva
	477	The 477 in Crockenhill needs to run longer hours on evenings and weekends.
	477	Smaller more frequent services would greatly increase usage and practicality in narrow lanes. The 477 from Orpington to Bluewater is a case in point. Buses too wide to pass each other in Blacksmiths Lane. Very unreliable and infrequent service hence used
	477	the 477 to Crockenhill stops after 7pm also no bus service on Sunday. Would like to see better service. if you have someone in hospital your only option is to walk from Swanley to Crockenhill, not good for disabled or elderly. Need better service.
	477	the 477
	477	the 477-bus service improved reliability/ number of services per hour. end to end 7 days a week. x477 service day with 3 stops Orpington and Swanley stations and Bluewater. Disabled to use pre-0930
	477	The 477 route doesn't run between Swanley and Orpington at all on Sundays , very infrequently on Saturdays and not at all in the evening. Residents of Crockenhill must walk down lanes to Sevenoaks Way or over a mile to Swanley. Please improve!
	477	477 need Sunday service from Crockenhill to Swanley evenings extend least bus to Orpington from Bluewater to 8 pm would help with hospital visits
	423	We would like a better timetable with later services from Bluewater and Dartford to Darenth and new ash green on Monday to Fridays and Saturdays as people work late at Bluewater and last bus is at 6.30 weekdays and 6 on Saturdays
	423 and 433	An improved timetable with later journeys added and a brand-new service between Darenth and Gravesend without having to change buses at Bluewater or Dartford. Re-introduce bus timetable booklets and timetables at bus stops for people without internet.
	X80	Dartford to Lakeside and then Grays would be an excellent route providing exceptional links over the crossing. I know Ensign run the X80 to Bluewater but to get that, you have to then get to Bluewater in the first place and doesn't link to Grays for jobs
	Fastrack B	Fastrack B. Blue Star Garage roundabout, over Tunnel Approach needs help at this point which is the point where the biggest delays occur.
	Fastrack	Provide better access points for Fastrack (i.e., from stop at Livingstone Hospital. Also access to 96 at Livingstone Hospital
	423	Arriva's Northfleet garage, which runs the 423 buses between Dartford & New Ash Green, needs to be a lot more honest with customers when this bus is late or cancelled. They need to be more respectful to customers & actually follow their own timetable.
	480	Route 480 Dartford to Gravesend - after Milestone Rd, next bus stop is announced as Stone House Hospital, even though the Hospital was demolished in 2008! - have been trying for many years to get this corrected

Town/village	Service	Comment
	481 / 483	More buses to get people who work early from 481/483
	96	Can we please have more direct buses to Bluewater from Bexleyheath say...the 96 takes forever
	96	Yes, the 96 bus passes bus stops in east Dartford every 10 mins and most of the time they are empty yet we have to wait at least 30mins for a bus
	492	Please don't cancel 492 in Greenhithe
	477	477 from Orpington to Dartford should be the same price as the red bus 233. Bus routes are inside the M25. 233 comes out to the far end of Swanley.
	477	Current bus service (477) too unreliable to use, frequently doesn't turn up or doesn't stop - need to improve reliability dramatically
	477 / 233	As Swanley and Dartford are both Oyster card destinations, journeys by bus between these destinations should be oyster too as the cost to use the 477 compared to the 233 makes it unaffordable for many
	308	Better connecting journeys i.e., Sevenoaks to Bluewater (quicker than the 308)
	414	Rural services! 414 Dartford-Horton Kirby. Well, used. Got less and less reliable. Now less used. No point getting to Dartford and onward if no guarantee of getting home again! The Arriva app is equally unreliable.
		Fastrack infrastructure is underused and if more services were allowed to use it, reliability would improve.
		Please don't remove the bus stop on the Brent outside No50. They only want to park their cars. What about people who can't walk to the next stop!
		Reinstate a service that you previously had a bus service to the gateway flats in Dover many OAP S
		Extend the Fast-Track system to West Dartford. I'd be the first to use it.
		You have to consider how things might change with the move away from diesel and petrol. With electric cars being expensive, more people might have to turn to buses. Immediately you should sort out the Blue Star garage r/a for bus priority. Rte B Fastrack.
		Buses keeping to timetable i.e. leaving Bluewater bus station on time (usually leaving 10 minutes late)
		Better stops in Central Dartford for the elderly
		Dartford reinstate the bus service in Dartford, at present all buses Stop at the station.
		There is only one service I can use my Oyster card on that stops near my home. The other two services stop at the station in Dartford and then go straight to Bluewater. This is not helpful to me and puts me off using the bus as £1.55 vs £2.40 adds up.
		Improved timetabling. Where I live, we have 2 routes to Bluewater. The 2 routes are scheduled to arrive at my stop within a few minutes of each other then there is a huge gap around 20 mins until the next service. Earlier a.m. service to Ebbsfleet Intl.
		Please don't remove the bus stop outside No50 the Brent Dartford. Just because the owners want to park their cars on the front garden. They're complaining about the stop but you could make it smaller/remove the shelter.
		All ten statements would go to help raise the standard of the bus service from Wilmington!
		A direct journey to Bluewater from Folkestone
		I live in an area where there is not a decent bus service we have 1 community bus on a Thursday and a 15 minute walk to get the 416 or the 308/6 both are a very long walk through unlit lanes and no good for commuters
		Make the bus routes like trains. A bus route that stops at all the stops around towns and quick buses between towns with less stops. E.g. Dartford to Gravesend to Rochester with only stops in the town cities making it quicker to get between them
		More than 1 bus an hour also a bus that goes to Bluewater and Bexleyheath
		More services that link South Sarenth/Sutton at hone/Dartford and Eynsford
		Services that run on Sunday and bank holidays one bus that's runs from seven oaks to blue water all day night without having to change at Gravesend
		Buses that go to useful places like Bluewater or Tunbridge Wells or Sevenoaks without having to change.



## Dover

Town/village	Service	Comment
Alkham		Need a better frequency of buses through Alkham & later ones too. 6pm is too early for the last bus through. Also make it safer to get to the stops on country lanes - zebra crossing from one side to the other on busy roads
Ash		Make more frequent services available to villages such as Ash.
Ash		Create a bus service to Thanet direct from Ash
Aylesham		I believe that a bus service needs to be introduced back for Dover to Aylesham as some people don't feel comfortable taking trains or taxis and taxi prices are insane.
Aylesham	89	Previously, the 89 ran between Dover and Canterbury via Aylesham. Now, it only goes between Aylesham and Canterbury. It would help if there were a service between Aylesham and Dover.
Aylesham		Wingham doctors' surgery is now closed most days and patients are expected to go to Aylesham. I'm sure a lot of people would appreciate a bus between Wingham to Aylesham
Aylesham		Later services to outlying villages, up to maybe 22.00. Re-introduce the direct service to Dover from Aylesham.
Aylesham		Bring back the Aylesham-Dover route.
Aylesham		A later bus service and Sunday service for villages, such as Aylesham. This is a growing area with a bus service that doesn't meet the needs of the villages.
Aylesham		Run the bus for Aylesham back through Bekesbourne please. We have no buses apart from 1 that brings school children back about 4.20pm
Aylesham		Yes. We need a bus from Woolage green to Aylesham please!
Aylesham		Service to dover and also Sunday services for both Canterbury and Dover
Aylesham	15	Getting to Dover is very difficult having to go via Canterbury now the 89 has been so restricted. Could the number 15 be re- routed to come into Aylesham and give us an express service to Canterbury and Dover please.
Aylesham / Nonington		You could improve the service (at the moment non-existent) by running at least four journeys a day between Aylesham and Nonington. It is happy to run near empty buses every 30 minutes between Aylesham/Canterbury and Elvington/Dover. Farcical!
Deal	12	Have it run all day? Hourly through the day until 20.00 which allow workers from the Deal area to Canterbury and back
Deal	82	I would like a new bookable service for disabled people and more frequent buses in my area
Deal		Local buses at least every 30 mins round Deal enabling to Walmer Station without having to go a very long way round.
Deal		I live in Deal and work in Dover. I can't get home on the bus after 1748, or longer trip 1828. Can't get TO work for 0700hrs by bus. Traffic holdups caused by lack of bus service.
Deal		The app needs to be factual as in service & times. Doesn't state a bus has been withdrawn so not running. Buses running from Deal returning to the bus station rather than the last service stopping at Tesco after a set time.
Deal		I need a service that takes me from A to B. I live in Deal and work in Dover. It takes me 20 minutes door-to-door by car. It takes me over an hour by bus. On my commute, I really do not wish to take a sightseeing tour through every village on the way.
Deal		To have a bus service that would get people back to Deal in the evenings, if you don't have a car, it's impossible to home after 7pm
Deal		A bus service that runs directly from Deal to hospitals and out of town shopping centres.
Deal		Extend the Sandwich Connect scheme to Deal and the hours it runs
Deal		Deal to Canterbury, no service on a Sunday. Monday to Saturday last bus from Canterbury 18:40, Deal to Thanet, changing @ Sandwich & Ramsgate. QEQM 3 busses + loop, Ashford Wm H Hos up to 5 hrs several busses. These need a proper service PLEASE!!

Town/village	Service	Comment
Deal		Why to get to Margate from Deal and back again do we have to go all the way to Canterbury and then go to Margate then same on return back to Canterbury then on to Deal, such a stupid idea!!
East Studdal		Living in East Studdal, Dover, we don't have a proper bus service in the village
Eastry	82	Realistic bus timetable particularly at peak times when bus will be held up leaving Canterbury. I have waited up to 40 minutes for buses to get to Eastry in the evening rush and it's no pleasure in the dark and wet of Autumn and Winter.
Eythorne		More services in rural areas. Bring back service between Eythorne and Sandwich so people can get to the doctor's surgery.
Great Mongeham	Sandwich Connect	Extend the service to Deal, increase the hours run and accept rover tickets
Great Mongeham		We need our Stagecoach bus service, which was removed several years ago, to be reinstated. We have a tiny provision at the moment, of buses from independent companies, none of which runs to Deal or long enough to travel out for the day.
Hawkinge		we need a dedicated school bus on Hawkinge to Dover route - so many kids get home after 5 as no direct bus service which is crazy when they finish school at 3:20
Kearsney	90	Twice I've got the 90. First time told it was terminating at Kearsney Bell, second time told it was a 'short' 90 and ending at Lewisham Road
Nonington	89	a service (4 times a day) from Canterbury to Dover so that Nonington villagers have a daily service to town/supermarkets. Etc At least the bus pass would get some use! The bus pass
Nonington	89	We need a bus service that serves Nonington.
Nonington	89	Please reconnect Nonington to the Canterbury to Aylesham route. A single stop will suffice. Stopping at the Royal Oak which is a compromise for everyone and then turning at the roundabout to head back to Aylesham.
Nonington		Very simple answer, a service without holes. In Nonington we have NO buses AT ALL. the surrounding villages still have theirs!!!
Nonington		Bus service is a joke since the regular service was removed. One school bus each way during school term times only and a single bus morning and afternoon on 2 days per week each way has cut Nonington off from any meaningful bus service.
Nonington		To have a service twice or three times the week, would be a help. We used to have a bus in Nonington, but nothing now.
Nonington		Think of reconnecting the villages to the system. i.e., Nonington to the Aylesham route.
Nonington		Please reinstate a bus service through Nonington village.
Nonington		a bus service to my village (Nonington) is virtually non-existent
Nonington		Nonington no longer has any bus service except the pick and drop for schools. Why?!
Nonington		Have a service other than just a school bus which runs in Nonington
Nonington	89, 96	we need a more frequent daily bus that isn't just a school bus to come through Nonington
Nonington		A regular bus service for the residents of the village is a necessity. Many residents do not have their own transport and have to rely on others to get to hospital/ dental appointments. Reinstatement the Dover Canterbury service. Introduce a Sandwich route.
River	15b	The residents of River require a bus from Dover to Canterbury, like the 15b service which was sadly suspended a few years back. The buses through River are entirely inadequate for a village of its size.
River		More direct routes, say from River (near Dover) to the Town Centre without having to go all round the houses.
River		More buses to River in Dover and NOT via
River		Need service from River to Canterbury
Sandwich		Route a bus to Sandwich from Ramsgate taking in Monkton and Minster without having to first go to Canterbury.
Shepherdswell		New bus services from Shepherdswell to Dover and Canterbury with buses at more sensible times.

Town/village	Service	Comment
Shepherdswell		A regular bus service would be a start. Shepherdswell
Staple		Please bring back the regular 7-day bus service to the village of Staple. Our young people and elderly are literally cut off and have no chance of commuting anywhere without a long dangerous walk to the next village
Walmer		Bus is failing to properly compete with rail on journeys between Dover, Deal and Sandwich because it starts too late in the morning and finishes too early in the evening. Could also try an app-based on-demand local bus in Deal?
Westmarsh / Ware		We have no bus services in Westmarsh, Ware and many surrounding villages. In this day and age, this is totally unacceptable. We don't have the option to use public transport!
Whitfield		More frequent services to and from Whitfield( Dover) , especially at weekends and evenings
	68	I understand that KCC want to take away the local 68 bus-service from going up Belgrave Road in Dover. If this is the case I would ask you to reconsider as this is a good bus service much needed by local people.
	102	Regarding the route 102 bus service travelling between Capel-le-Ferne and Folkestone. Please give consideration to re-routing at least one bus per hour via Hill Road and Canterbury Road to allow villagers to access the GP surgery, hospital and Central St
		A bookable bus would be a good idea, as long as it ran at times for people to get to work or a bus with other items than just the bus , we lost our mobile library a whole double decker comes through with an empty top deck why not put the library on top
		How or why did Stagecoach cut its bus service from Aylesham to Dover?
		Sunday service for CT3 3ED please
		The occasional Sunday bus to Friars Way, we are not all able to walk up the hill from the church
		I am a Capel le Ferne resident living at the northern end of Capel Street. Like most of my neighbours I'm elderly and struggle to walk to the main road to catch a bus. A low-capacity vehicle coming to the rural end of the village would be welcome.
		A bus service from Richmond Park into Dover would be appreciated.
		The occasional bus up to Friars Way on Sunday's would be marvellous, it's too steep and rough to walk from the church. Thank you
		Villages like Staple CT3 postcode need a bus service reinstated that was removed by Stagecoach a few years ago. The council funded Sandwich connect runs from nowhere to nowhere and isn't any good for people like me
		By bypassing areas like St Radigunds link&ng it with the river route
		Shorter journey times to Dover and Canterbury
		I often catch a bus from Dover to Folkestone and see the bus to Canterbury leave before I can get to it.
		More, not fewer, services along the Kent coast from Ramsgate down towards Dover and Folkestone

## Gravesham

Town/village	Service	Comment
Meopham		Most bus stops do not show bus times but directs you to a download app; ridiculous. Reliability is a problem too, with the Gravesend to Sevenoaks route a repeat offender. The lack of Sunday and Bank Holiday buses from Meopham restricts people and retail.
Meopham		We live in Meopham and would love to take the bus to Sevenoaks avoiding the driving and parking but the service is practically non-existent. Also going into Gravesend on the bus should be easy Young and old have suffered greatly with lack of transport.
New Ash Green		People have stopped using buses in New Ash Green as you can get to your destination but can have a 2 to 3 hour wait to get back. Especially Gravesend. You might as well drive. Also we come under Sevenoaks Council but no buses travel there.
Northfleet		Bus routes to Bluewater wonder too much (all the way to Bluewater) - takes 30-40 mins by bus from Perry St in Northfleet to do a trip that takes 10 mins in the car
Northfleet	483 / 481	I have mobility issues and cannot walk to the nearest 'B' bus stop. It would be a massive help to many like me if one of these buses continued to Darent Valley Hospital even just a small number of times a day, to avoid having to change buses at Bluewater.
Northfleet		A bus along Dover road Northfleet, there are two large schools. On this route there have no bus for a mile or more, causing chaos as the kids are dropped off by car blocking the road, can only be a matter of time before there is an accident.
Northfleet		I'd like direct bus services (e.g. Northfleet to Bluewater without the meander), buses / times that make it possible for children to get to/from school when school is further away, and a requirement to "use it significantly or lose it" approach to bus lane
Painters Ash Northfleet	483 / 481	We need a direct bus service to Darent Valley Hospital. The 483 / 481 need to be more equally spaced when serving Painters Ash Northfleet. Currently the services arrive within minutes of each other and then there is a big gap before the next service.
Round street/ sole street area	416 and 308/6	There needs to be far more buses and they need to be more frequent and start earlier in the morning and later in the evening
	308	308, Meopham services need major improvement, especially to bring back the direct bus to Bluewater.
	308	Living on the 308 route I would like to see more buses may be 1/2 hourly instead of the current hourly. And a return of the Sunday service
	455	The 455 Gravesend Bus service in particular could do with more buses and buses not being cut out. Very frustrating when you've been waiting for an hour for it.
	477	London buses etc. to stop at bus stops between Dartford & Gravesend so if you've bought a return on, say a 477 bus you would be able to return on say a 96 to cut down waiting times.
	483	Needs to be more frequent around school times, especially because it goes from Northfleet School for Girls and then Mayfield Grammar School, and then Kings Farm. It's a popular service so sometimes there isn't enough room for everybody.
	190	Bus shelters needed in Chalk Road, Gravesend. Route 190
		A bus service to leisure centres, specifically Medway leisure centre for bowling would be really handy. We support people to go there using the bus service to go there and the change from Strood to the leisure centre is very poor.
		We need shorter journey times from Gravesend to Bluewater. The current services take an hour for a 15 minute journeys
		every 20 mins to Shone Country Park in school holidays
		In Gravesend a bus route fast track runs to often and has few passengers on it it could be integrated with another route to form a loop to single well road providing a better and more efficient service.
		Better service on a Sunday so I can get to my local - Gravesend - Sunday Market Events which I can't at the moment as 1 unreliable bus an hour
		More buses from instead rise not just into Gravesend

Town/village	Service	Comment
		School bus service Meopham to Cobham, At Round Street/Sole Street stop Children have nowhere to wait except the road or grass bank. A shelter each side of Sole Street is needed. Also, stop on return to Meopham side is on a dangerous dog leg. Sign needed.
		Some of the small hopper buses only run once an hour and get crowded. Not very helpful if you have a wheelchair user, or support people in a group as I do, as a carer. We are limited on time and as an example have to go from Gravesend to Rochester

## Folkestone & Hythe

Town/village	Service	Comment
Ashford - Lydd - New Romney - Ashford	11	Improve frequency, introduce a full evening service and add a Sunday/Bank Holiday service
Cheriton		We need a Cheriton to Sandgate via Military Rd or Golden Valley
Cheriton		A Cheriton to Sandgate bus route via Military Road or Golden Valley
Cheriton		The cost for 2 of us on the bus one way from Cheriton to the Bus Station is more expensive than a taxi. Why would I get the bus??
Cheriton		Link towns better. 2 hours to get from Cheriton to Hythe by bus. 15 min by car!
Dymchurch		Frequent cheap services please
East Cliff		Extend the 76 or the 91 to include the bus stops at Swiss way and west bay bowls club to allow elderly people to have more freedom
Folkestone		To encourage people out of their cars services need to be frequent, quick and through avoiding a change. If a change is necessary then the connecting time should be as short as possible and guaranteed.
Folkestone	100 / 101	I like traveling on the new buses why can't the 100 and the 101 from Hastings to Folkestone or do the 102 root every 20 mins from Folkestone to rye
Folkestone		Folkestone to Ashford, direct quicker more frequent service similar to that on the no 16 to Canterbury, currently catch the train as it is direct and speedy
Folkestone		Improve connections especially at times of low frequency i.e. in the evenings or on Sundays. At the moment there are services in Folkestone that in the evenings miss a connection by as little as two minutes which means a wait of almost an hour or a walk.
Folkestone		I've chosen 2 of the above but I think all the above matter and why have a bus services that runs from Folkestone to William Harvey hospital and it is a 3 hour round trip which most people are elderly and could do with a more direct route. Also KCC passes
Folkestone		A direct service from Folkestone to Ashford
Folkestone		A better bus service between Folkestone and Ashford very difficult to get to the hospital.
Folkestone		You need local 'loops' with inter-city connections. From Folkestone, it now takes 90 minutes to Ashford which is 20 mins by car, and 3 hours to Maidstone, a 45 min car journey! I can't get to Maidstone library as by the time I arrive, I have to leave!
Folkestone		Improved Folkestone bus station with better service information and waiting facilities. More longer direct routes i.e. Folkestone - Ramsgate. Better connections between rail and bus stations
Folkestone		Better bus routes from Hawkinge to Dover, having to travel to Folkestone and then on to Dover has an impact on those travelling for work. Earlier bus times enabling people to get to work.
Folkestone / Hythe	104	A bus service that suits the area i.e., 104 Folkestone/ Hythe. Who wishes to travel from Lydd to Tesco Cheriton for a 5 minute shop.
Folkestone / Hythe	104	A bus service that suits the area i.e., 104 Folkestone/ Hythe. Who wishes to travel from Lydd to Tesco Cheriton for a 5 minute shop, A better service would be Folkestone bus station to Hythe via Biggins wood as the old route (a few years ago )used to opera
Folkestone / Hythe		Smaller capacity vehicles to reduce fuel waste, bad emissions and increase efficiency
Folkestone East Cliff to Cheriton.	91	Restore the Link from Wear Bay Rd via East Cliff, Tontine St through to Cheriton - Stan bury, Wear Bay rd., Ryland Place, Harbour, Bus Sta, Cheriton- New route if need be.
Folkestone, Hawkinge - Canterbury Schools		A school service from Folkestone to Canterbury Schools that serves Hawkinge and other towns along the way. A lot of people from these towns commute to Canterbury without a direct bus to the schools
Greatstone		Greatstone is growing with lots more houses therefore more people. One bus an hour is no longer adequate please return to every 20 mins which worked well

Town/village	Service	Comment
Hawkinge	73	The 73 goes all around hawkinge in one loop, meaning people can get from a to b but not b to a. if a route was done in reverse, it would provide that connection, and make journey times for some people shorter too
Hythe / Sandling	10	Usage at Sandling station - and indeed on the 10 on that section - would surely be higher if the bus was timed to actually connect with trains to/from London. At the moment it misses by minutes.
Hythe to Folkestone		Folkestone West railway station is the nearest station to Hythe for HS1 services to London. A direct service from Hythe to Folkestone West could reduce car journeys.
Lydd		We can only get out of Lydd if we don't have a car is by Bus this should say it all. We used to have a service with 7 mins to get us into N. Romney now it goes all around the coast and takes 30mins also our young people need to get to colleges and jobs
Lydd		The bus service from Lydd to Hastings should be on one bus without changing and waiting half an hour at Rye for the connecting service
Lydd / New Romney		Later buses are needed from Ashford International to Lydd and New Romney
Lyminge		It needs to be regular and reliable 95% of the time. Cost needs to be kept to a minimum to tempt people out of their cars.
New Romney		reinstate the services to Lydd with direct route through New Romney. Now use car to get to Folkestone rather than bus.
New Romney		More frequent buses from Lydd to New Romney to allow people to easily use Bank and Clinic services that are not available in Lydd.
New Romney		Regular bus service both ways on high street new Romney, too far to walk the length of high street to reach a bus stop.
New Romney		could get to New Romney in 7 mins. How takes 30mins. Bus goes round coast
New Romney		Romney Marsh services that acknowledge Ashford as a key employment and education centre as
Rye	102	All journeys daily including evenings on route 102 to run through from Dover to Rye via New Romney. Buses to meet trains at Rye. Speed up journeys - buses often wait for at least 5 mins in Hythe - Marking time. East Sussex to remove vehicles in Camber.
Seabrook	103	It doesn't take me to Cheriton or Folkestone and I can't get to Hythe
Seabrook	104	This goes 1 mile to Tesco but returns immediately so that you have 4 minutes to shop!
Sellindge		The buses need to be more frequent than once an hour. They also need to run later in the evenings and weekends to help encourage young people to work and not have to be reliant on cars
St Marys Bay		The bus routes from st Mary's Bay to Ashford, Folkestone or even to a train station are awful. Very long journeys at unreasonable times of the day. It can take me up to 3 hours to reach my workplace in Ashford which would take 25 mins by car.
West Hythe		Much cheaper fares - plus more frequent services to rural areas - I'm not sure if we have any buses serving West Hythe now
	16	lower the speed limit to 40 outside Folkestone garden centre
	91	Restore the Link from Wear Bay Rd via East Cliff, Tontine St through to Cheriton - e.g. Stanbury Cres, Wear Bay Rd, EC Pavilion, Ryland Pl, Marine Drive, Tontine St, Bus Sta, Cheriton Rd to Tesco, then rtn to Bus St, New St, Dover Rd, WB Rd etc Like old72
	102	Run all 102 buses through to Rye
	10A	More frequent and quicker buses from Folkestone to William Harvey Hospital where there is an acute A&E service
	10	a faster and direct route to Ashford Kent
	10	Integration, Integration, Integration. A perfect example is buses past Sandling station (ostensibly serving Hythe) - except that the hourly 10 bus is usually a few minutes before the train from London arrives, meaning it is useless for coming back....
	71	There needs to be a service in Cheriton that covers the area by Shearway Business Park and surrounding area. Maybe the 71 could do a detour once an hour by turning left out of Ashley Avenue and going along to the traffic lights at Cherry Garden Ave.
	73	The 73 Hawkinge bus should go back to 3 an hour!
	102	Reinstate the 102 bus service removed 2 years ago from New Romney High Street

Town/village	Service	Comment
	102	Reinstate the Stagecoach 102 to Greatstone this extra half mile covets a large catchment area
		A CIRCULAR SERVICE FROM CHERITON-SAINSBURYS CRETEWAY-HILL ROAD- WEAR BAY ROAD-WARREN ROAD-TRAM ROAD-TONTINE STREET FOLKESTONE BUS STATION THEN ON TO CHERITON THIS SERVICE WOULD THEN CONNECT WITH ALL THE MAJOR SUPERMARKETS.
		To re-instate a bus service along Wear Bay Road Folkestone to help and assist elderly people who live in Holland Avenues Folkestone which was taken away when the company wanted use larger vehicles
		To re-instate a bus service along Wear Bay Road Folkestone to help and assist elderly people who live in Holland Avenues Folkestone which was taken away when the company wanted use larger vehicles
		Could the people who plan the timetables actually use them as a trial first? Please reduce the fares... a single fare between Lydd and New Romney is £4?!
		WWE could do with better bus service at high ridge lot of older people live there and 2 buses a day going to Tesco not good enough we need to go to Cheriton and Folkestone
		Hi I work and Dungeness A Power station and live in Hawkinge. Every day I travel in by car and follow an empty double decker from Folkestone to Lydd. Why not use this to introduce a bus service to site for workers.
		Remember the minibuses in the 80s, we might benefit from smaller efficient vehicles with less capacity. I see many empty buses running along my busy road in Folkestone. Do a true study on demand and see what modern vehicles can do to improve environment



## Maidstone

Town/village	Service	Comment
Aylesford	155	Better app reliability for when it's late or cancelled. More buses in the am or a separate school bus for children. More accurate timetables - very ambitious for some areas!
Aylesford		Eccles near Aylesford has a terrible bus service. My daughters were constantly late for school due to late or missing busses.
Bearsted		Service needs to run later with through services not just all terminating in Maidstone service to hospital re-instated
Bearsted		A bus route from Bearsted to Tesco at Grove Green and Marks and Spencer and Next
Bearsted		Maybe smaller daytime buses visiting more stops within the community/villages. Eclipse park & Tesco's grove green at present are not on bus route from Bearsted. So near yet so far.
Blue Bell Hill & Tyland Barn		New service from Chatham running length of city way Chatham, Bluebell Hill, Tyland Barn to Maidstone.
Boughton Monchelsea		Look at where the huge number of new houses are being built...where are the nearest shop/do too/dentist/school because so many developments are near none of these. In Boughton Monchelsea the nearest services are a mile away in Coxheath but there is no bus
Coxheath		A bus that links Coxheath to Tonbridge. Many school children in Coxheath need to get there.
Coxheath		I don't use the bus service in Kent as I can't easily get where I need to. From Coxheath/Hunton I have to go into Maidstone and then out again. I can't get a direct bus to Staplehurst which is the station I use to get to work (London Bridge).
Cranbrook	5	The buses should be made to co-ordinate with the trains at Staplehurst and should run regularly in the evenings
Cranbrook		More reliability to catch trains
Downswood		Make sure a bus comes early enough to get me to work. Downswood
Downswood		Make an evening and Sunday service number 4 to Downswood . My granddaughter has to arrange lifts if she works late or on Sundays or she has to stay with me. More buses everywhere to improve capacity some buses are full recently even though is a pandemic.
East Farleigh		More buses into and out of Maidstone during the day and not just school run times
East Malling		Without a car I can't catch a bus direct to Tesco from east Malling and can't catch a bus to Walderslade direct from east Malling. I would use a bus if it didn't cost 3/4 times to drive and park
East Peckham	6/6A, 6X, 7	Buses to Maidstone from East Peckham are limited, last one leaves at 15.15 and last return leaves Maidstone before 17.00. There is no reasonable way of using an alternative service.
East Peckham	6/6A, 6X, 7	Take the 6X through the village so buses run here in the evening, run the 6X after the 7 so that you can link from Maidstone to EP or just run the 6 later or run a minibus instead of a bus with request stops so that smaller villages have a service
Goudhurst	23/23A/25/26/27	some more buses just from Tovil to town centre as often frequently late as they come from the outlying villages, 20 mins often. a couple later to the town for night-time economy, latest from town is 6:20 pm and some service on a Sun, there is none! wifi
Grove Green	101, 10X	All buses should use the same bus station
Grove Green		Grove Green estate has a very poor bus service which I believe there is one bus an hour.
Grove Green		Grove Green estate has a limited bus service considering there is a lot of pensioners living on the estate. Also would be good if bus went to the Eclipse retail park where the New Marks and Spencer's located and go into Maidstone town centre.
Hawkhurst	5	Better co-ordination with trains from Staplehurst with maybe more buses going into the station approach road. Or maybe a bus service from Hawkhurst to Etchingham station?.
Headcorn		For me it is all about the cost. I don't mind if you are going into Maidstone but if I'm just traveling a couple of miles outside my village of Headcorn the same cost cannot be justified.

Town/village	Service	Comment
Hunton	25	Needs to be more frequent, so I can catch the bus to Yalding to go to the post office, without waiting hours to get home again. New routes to Coxheath & Marden would cut down on my car usage
Kingswood	59	It would be nice if the bus could stick to the published timetable!!
Kingswood	59	Buses more than twice a day and not having to change at Morrison's but go straight to tired
Kingswood		We do not like Maidstone and would prefer a connection to the nearby Tenterden/Headcorn route
Kingswood	89/59	More direct route for the S89 into Maidstone, which would cut journey time. Currently my children need to be up at 6am, on the bus at 7am to arrive at school for 8.15am. On the return journey they get home at 4.55pm at the earliest.
Kingswood		A reliable bus service to and from Kingswood, would improve life for the residents.
Kingswood		I live in Kingswood and have given up on catching the box as it is so unreliable
Larkfield		We need a frequent bus from Larkfield to West Malling Station, non at present
Larkfield		A bus from Larkfield to West Malling rail station and more than one an hour
Lenham	10X	Stagecoach to amend morning services which allow school pupils to get to schools on Oakwood Park before 8.30 when schools start - currently the 07.27 service from Lenham to Maidstone often gets delayed by traffic and means that pupils are late for school
London Road Section Larkfield <> Maidstone	71/71A/72	Ideally to better regulate the frequency and scheduled timings of services 71/71A/72 along the key London Road corridor. Not only has frequency fallen during the last few years but buses often bunch up. Has been the case of 3 buses in 4 mins then 30mingap
Loose		Provide an inter connection with Maidstone East and/or Maidstone West railway stations..
Maidstone	59	We need a regularly, reliable bus service to suit different age groups, needing to get to town and back. Bookable may be an option? The occasional late bus would be a luxury. The fares must be competitive to attract young families and teenagers. A service to Maidstone maybe an option getting just out other villages en route. It is not rocket science. I am one of the few stalwarts who have tried to keep the buses running but it is a losing batter without some real input.
Maidstone	101	Earlier weekday journeys towards Chatham. Earliest arrival currently 0705
Maidstone Kingswood village	59	The main problem is the bus service cannot be relied upon - buses breaking down - often having to use taxi - very expensive
Marden	25, 26, 27, 28	Better north-south connections from Marden
Marden	25, 26, 27, 28	Better frequency, longer running hours and more reasonable fares. A southern extension from Goudhurst as far as Cranbrook could also be valuable - connecting more schools and the swimming pool. If a bookable service is viable, yes please!
Marden		Bus from Marden direct to either Maidstone or TW
Paddock wood	6 and 6a and 6x	divert service 6x to run via Paddock Wood and Maidstone hospital. This is much needed. Service 6/6a should be re-instated for half hourly service to Maidstone Town centre via Paddock Wood. Similar service 6/6a to Tunbridge Wells should be retained.
Paddock wood		bus Paddock Wood to Maidstone takes too long compared to the train and own transport
Penenden Heath	79	Bus needs to run mornings and evenings, its currently impossible to get to/from town without a 30 minute walk
Penenden Heath	79	Service is OK in the morning and early afternoon but the last bus into town is 15.57 and then nothing. What happens to the passengers that are left to wall home. Also route 333 stops at 16.00 and that has a trip to Sittingbourne.
Penenden Heath		It would help if most bus services in Kent ran later than 18.00 some services in my area (Penenden Heath) stop at 15.00 which is when they are needed most to get people out of their cars and onto the buses to get home. It is pointless running half a day.
Penenden Heath		More services from Penenden heath to Maidstone town centre

Town/village	Service	Comment
Penenden Heath		The first bus from Penenden Heath into Maidstone commences just before 0930hrs so pensioners can't use their passes to go shopping if they live near to the start of the route. This is an unnecessary and totally inconsiderate situation.
Penenden Heath		Buses to Penenden Heath only run during the late morning/early afternoon, no provision for commuters and 30 minute walk to nearest served stop
Sandhurst	5	Sandhurst residents often have to travel to the William Harvey hospital in Ashford, so would benefit from this service continuing beyond Sandhurst to Tenterden, as there is currently no way to get to Tenterden and pick up the bus to Ashford.
Sandhurst	5	Continue the service onto Tenterden. It will provide a much needed service to link to Ashford. Better for the environment and avoids inappropriate turning in Sandhurst.
Sandhurst	5	Busses to be more reliable and have a more sensible location to drop passengers as they drop off on a busy road which is a nightmare to cross especially in winter
Sandhurst	5	A continuation of the no 5 service from Sandhurst to Rolvenden and Tenterden would be a logical extension of the route creating a circular route in both directions.
Sissinghurst		I would like a bus stop closer to routes from Tunbridge Wells and Tenterden. I live in Sissinghurst and have used a bus to get to and from Maidstone.
Sittingbourne	334	Later services
Snodland and St Peter's Village	71 and 155	Extend 71 to St Peter's village so that the 155 that goes to Rochester can connect with each other.
Staplehurst	5	The number 5 from Staplehurst to Maidstone is often delayed or even cancelled. I recently waited an hour for a bus that never turned up. We need real-time service information displays at bus stop in order to improve confidence in using bus services.
Staplehurst	5	Bus times that can connect with another service, rather than arriving just after the other bus leaves. i.e.. first No.5 Saturday morning at Staplehurst arrives at Cranbrook 2 minutes after the 297 leaves for Tenterden. It used to connect, but no longer.
Staplehurst		Cooperation between train arrival times and buses at Staplehurst the bus has often left before arrival of train. Could villages to west be linked either directly or coordinated timetable to catch trains at Staplehurst. Good clear timetables on all bus stop
Sutton Road Maidstone	82	Large new estates south of Parkwood planned with no thought for buses. Needs new route (based on park and ride?) and bus lanes on Sutton Road to give a reliable service onto town
Tenterden, Maidstone	12	Real time updates of bus ETAs
Through Loose	89 and 5	Better Arriva app which shows love buses as the bus Will often pass but the app is not current. More frequent bus services to Town Centre and more bus services to Kings hill that are more frequent.
Walderslade Woods		Need a bus to Maidstone
Wateringbury	6 or 7	Increased services at school time
Yalding		Need a bus from Yalding to Hadlow college.

Town/village	Service	Comment
	5	Coordinating with train times (Staplehurst). No 5 bus arriving in Maidstone before 9.00 to start work
	5	No 5 bis route should tally with train arrivals/departures from Staplehurst Station.
	5	No.5 Cranbrook-Maidstone. Make 9.15 bus available for "passes" - Staplehurst passengers can. Make connections with trains better. Also no service between 7.25 and 9.15.am
	5	The Arriva no 5 bus should not turn in Sandhurst and return to Maidstone, it would better serve the villages if it were to continue onto Tenterden, Headcorn and back to Maidstone and vice versa.
	5	5 bus from Sandhurst to Maidstone To be more reliable. For the 297 bus service from Tenterden to Tunbridge Wells needs a new operator because hands travel are absolutely rubbish and they need to update their buses
	6	The No 6 should all go to and from Maidstone Hospital to allow for appointments
	8	Would prefer to go back to the no8 route from Bearsted to Maidstone via Grove Green & Vinters Park instead of no4 to Maidstone changing to no9 to Vinters Park & Grove green
	8	Arriva Route 8 in Maidstone to restore service of 2 years ago, at least. Every 30 mins 07.00-18.00 Mon-Sat, and evening service every 60 mins until 23.00. Re-link cross-Maidstone routes; fewer turning in town centre. Bus priority at busy traffic signals,
	58	As a pensioner all I want is a bus to turn up when it should, hope you keep the No 58 to Maidstone Hospital as that is invaluable.e
	59	The 59 buses seem to always be late or not turn up at the moment. We need smaller buses and more frequent.. A runner bus from Ulcombe to Headcorn would also be a good idea for those who don't want to travel into town or want to go to get a train
	59	The rural buses need a service which is reliable, on time and that turns up. Recently buses have not always been roadworthy, breaking down en route, people left standard in the middle of nowhere. People need some reassurance that waiting in all weathers, this elusive object will turn up. We do not a bus to take us to Maidstone, not left adrift at Morrisons. I knew the 59 bus is dominated by narrow roads, huge ploughing vehicles, large lorries etc
	72	Stop cutting buses out, when they are only one an hour to start with!!!! You're either going to offer a service, or not! The 72 Bus to and from Maidstone from Kings Hill, frequently suffers from this problem.
	72	It would be great if you could reinstate the buses back that went from Maidstone to the coast. Our service 72 has been cut to 1every hour instead of half hourly would be better to change it back. We also lost the service to Bluewater,
	79	Use a single decker instead of a double decker Route 79 Maidstone. Run the service after three pm so people who use it in the morning to get to work can come home again.
	82	Tell the bus companies to get new buses that don't throw out black smoke all the way through Maidstone. They had new buses on our 82 but then they got old buses. The drivers say they were sent to Leicester because they have rules about emissions there.
	82	Adding more dedicated school buses - e.g. 7.15am from Park Wood through town to the London Road for children going to MGGS and Maplesden Noakes. The 82 is often full at Wallis Avenue between 7-7.30 and it's a long uphill walk to get to school on time
	89	Put more later buses on rural services and later buses on Sundays. Services like the 89 in Coxheath, Kent need there later bus back and a Sunday service that runs later that half 5.
	155	I often use the 155 service from Aylesford to Maidstone. It needs improved reliability (app often says it's cancelled when it's not) and more services in the am or a separate school bus for the children.
	155	More regular times I use 155 and am very reliant on it
	155	Being able to rely on a return bus. 155 from Maidstone is a real gamble
	334	I am elderly and live in Vinters Park and would like to see the 334 rerouted through our estate along with the number 9 to give us more flexibility

Town/village	Service	Comment
	23/25/26	Nu Venture buses by KCC-think they need to run for a couple of services on a Sunday and longer services in the week, more per hour, I am talking 23/25/26. Some buses for just town to Tovil loop needed as can be late because going village route by 20 min
	70/1x	Route 70 needs to be extended to Maidstone from Lunsford Park Tesco and Route 1X should serve Ashford International Station before Park Street.
	x1	More advertising so that the public is aware of what is available. Better timetables for buses Kings Hill to Maidstone (X1)
	101	Maidstone bus station (or bus lane as it is) should be closer to the County town's main train station (Maidstone East). As this does not seem to be a priority for planners buses should connect the two like the 101 bus used to do.
		direct bus route from Maidstone to outlying cities like Brighton or London, the amount of changes and the time it takes to do this journey by bus currently means it is not feasible
		Kims and Cygnet Hospital
		Re-introduce the tram system around Maidstone town centre.
		Bring back park and ride
		Buses from Headcorn that run to new M&S and Next and the shopping centre and garden centre the other side of. Maidstone
		It would be great if the park and ride services run earlier and later so that it was possible to connect with train services to London and Ashford
		To get anywhere you have to go into Maidstone town centre first as every bus journey starts from there. It would be useful if you could cross Maidstone/Kent without 1st having to go to the town centre. Fares are also way too high for the distance travelled.
		The need for government funding is an obvious one, bus operators cannot afford to buy new vehicles, if they did I'm sure they would be more reliable than some of the 20yr old buses running in Maidstone now
		Integrate better with train e.g. Maidstone East. Ensure taxis and cabs all meet high standards so they don't undercut buses. I have an OAP pass so cost not personally an issue but fares are high compared with London
		Digital info at all Bus Stops giving exact times of arrival, as there are no Inspectors to ask any more. I have waited in the centre of Maidstone many times for over 1hr passed exp, Arrival. No one to assist. I've returned to using my car,
		The bus station is dismal in Maidstone. Hard to see the bus numbers without poking your head out. Buses often just stop elsewhere and drive off so you miss your bus. Easy on bus payments should be in place too. More elderly and disabled friendly access.
		I think it would be great if you had free or low cost tickets on the bus, I would use it all the time to go and see my Mum. I live in the town she is in Chapman Ave, I take the car as it cost over £5.00 to go back and forth to her house, just to say Hello
		Run a limited Park and Ride service on a Sunday Willington Street
		More reliable services, maybe smaller buses for routes that have light usage and different destinations i.e. retail park junction 7 M20
		Keep some services stopping in King Street Maidstone to relieve pressure on the bus station provide additional bus stops in central Maidstone outside Nat West
		Route all Maidstone buses to run through the High Street not just to bus station.
		Ensure all bus routes into Maidstone town centre have a stop in the High Street for shoppers.
		Sending a Double decker bus when a coach would be the more obvious choice for the route. Also running a service in the afternoon after three pm. otherwise people can only get into Maidstone but not return.
		Almost all bus services start & end in the town. It would be nice to be able to get a bus e.g. from Shepway to Roseacre, Madginford or Nottcutts without having to get a bus into town first to then change to another. More direct and varied routes needed.

Town/village	Service	Comment
		I have stopped using the local bus as it has let me down so many times. Very unreliable. Now it only goes part of the way so that you have to get a connection into Maidstone. If you get held up you miss the return bus. If it turns up.
		Comprehensive park and ride. Gone backwards in Maidstone
		Extend the Bus Pass to allow free travel up to Midnight on Mondays - Fridays. The last bus from Maidstone - Loose is 2320 and the one before is 2142!
		Provide more services to Maidstone Hospital
		Have buses that connect villages together better ie.to get from Cranbrook to Biddenden, about 4 miles you would have to take a bus to Tenterden (only one every two hours) and change for the Maidstone bus which doesn't always join up, takes about an hour!
		If you could have some free bus services within centres such as Maidstone and other bigger or growing towns like Tonbridge this would greatly reduce heavy traffic and also address socioeconomic disparities. In Perth in Australia they have a free bus.
		A more frequent service serving West Malling to Maidstone - currently only /hr. A better service between West Malling & Kings Hill for GP access, perhaps electric to help with carbon neutrality. Green bus stops where possible, with better information.
		I used the buses around Tonbridge/Tunbridge Wells/ Maidstone for years and they're not a feasible transport option. I have been left waiting 90 mins to 2 hours in the rain with no buses arriving when 3-4 buses should have departed during that time.
		Making the county town Maidstone a central hub where you could access services to other parts of Kent. Back in the 70s you could travel direct to Hastings, Canterbury, Sevenoaks and Folkestone. Now you can't even bus hop to different places.
		A route from Maidstone to Bluewater with no changes, maybe on a Saturday and a few different days through the school holidays
		Direct services to Maidstone, Bluewater and Designer outlet at Ashford, smaller buses from Kingswood not the empty double decker's used at present.
		Better services between county towns, getting from Maidstone to Gravesend for example is too difficult by bus, likewise getting to Thanet. Better access to timetables, a central public transport planner showing all bus and train company services would
		Introduce a Maidstone Town Centre circular, and more frequent National Express especially to London.
		more routes to different places and more direct routes to tourist destinations so the journeys don't take so long with lots of changes. For example a direct route from maidstone to london or Brighton
		Increased coverage to visitor attractions across Kent i.e. Leeds castle, Hever castle, Bewl water
		Run a Bus from Maidstone to Cranbrook Hourly and then Maidstone to Hawkhurst in between
		Run a Bus from Maidstone to Cranbrook Hourly and then Maidstone to Hawkhurst in between
		A service to Maidstone Hospital from Matfield, Paddock Wood, E. Peckham etc.
		Have some direct services to bigger towns for people working off the island. Like a pick up point to a destination point. Direct quick service. I.e. Sheppey to Maidstone for example. That is a nightmare to get to via trains.
		I live in Walderslade Woods and our once an hour buses terminate near me and return to Chatham Bus Station. It would be far better if there was a service to Maidstone also. Obviously if I want to go to Maidstone I have to go to Chatham first.
		I live on Isle of Sheppey. We have an hourly bus service to Maidstone. We could do with a service between Sheerness and Medway towns especially one connecting with Medway Hospital. It costs at least £50;by taxi .Also need buses to run after 6 pm

## Sevenoaks

Town/village	Service	Comment
Badgers Mount		Cover Badgers Mount on edge of Sevenoaks outside of School hours
Badgers Mount		More services for Badgers Mount
Badgers Mount		Please restore the bus service which we always had in Badgers Mount i.e. one bus/hour including weekends and with the bus pass restored for pensioners and in line with the London services.
Badgers Mount		I live in Badgers Mount and we have no service at all. There are many elderly people here who relied on the bus which was stopped at the start of the pandemic and not reinstated. We would appreciate a more regular service as we now have a busy cemetery
Chipstead	1	Bus to run through Chipstead again and current 2 hourly service to revert to previous hourly service
Chipstead		We would like our bus service reinstated to Chipstead. Some elderly residents are unable to walk to Chipstead corner to catch a bus. The dial a bus service does not seem cost effective as it often sails by with only one or two passengers aboard.
Chipstead		Bring back the regular bus service through Chipstead village without having to pre book. It was an excellent service.
Chipstead		Not really, we had a very good service (if a bit brief at weekends), in Chipstead Village running through from Sevenoaks to Westerham. If/when it can return to normal it is generally very good.
Chipstead		We used to have a reliable service that ran from the village centre of Chipstead into Sevenoaks. At a time when we are trying to use the car less, this was ideal. Now it's non-existent. we would love it to be reinstated!
Chipstead		The bus service through Chipstead has been cut which means the bus to Chipstead Common comes by a different route. The new bus times have been cut from hourly to two hourly which makes it difficult to arrange appointments. It would help if I reverted to a
Chipstead		More frequent smaller buses like GO are running already
Chipstead	Go2 request buses	Needs to return to a timetable and travel to Tunbridge Wells again.
Cowden		I have never seen a bus in Cowden and have lived here for over 6 months. Bus needed to and from Cowden train station to arrive 10 mins before the train to London and picks up 10 mins after arrival. It will encourage commuters to leave their cars at home
Cowden		We just want our buses back in Cowden!
Cowden		At the moment we do not have our bus service in Cowden! We used to before the pandemic!
Cowden		Free disabled bus pass use
Crockenhill		Having the first 477 bus run from Crockenhill, not from Swanley!
Crockenhill		Crockenhill needs a better and more reliable bus service that runs more frequently than it does now
Crockenhill		Bus services stop to Crockenhill early evening and don't run at all on Sunday. The link to Orpington is as important to going into Kent for residents and is our closest town after Swanley but we cannot access it without having to get a cab at these times
Crockenhill		Please give us a bus service that I can afford, that doesn't stop at Crockenhill but goes on to Orpington as it used to and keep it running at night so I can get a bus to and from Bluewater at night.
Dunton Green		we need a better service provider
Edenbridge	233/S41	Add stop to S41 service outside Sevenoaks School, add more services after school to 233 service to allow for clubs etc
Edenbridge		Improve bus services to and from Edenbridge
Edenbridge		More stops on the S41 route (Edenbridge-Greatness) to include Sevenoaks school
Edenbridge		a bus from Edenbridge to Sevenoaks
Edenbridge		Edenbridge has a growing population and the oaps need more busses to get out of town to banks

Town/village	Service	Comment
Edenbridge		I live in Edenbridge which is in seven oaks district council but cannot get to seven oaks. Also cannot get to Tonbridge which is the mp borough I am in
Edenbridge		More consultation please on creating new routes. Especially where obvious bus routes will cross county boundaries, but are not implemented for unknown reasons, e.g. there are no regular buses from Edenbridge (Kent) to Oxted (Surrey)
Edenbridge		More choices of destinations even if relatively infrequent (but then those that did exist would need to be reliable). And they should differ from what you can do on the train rather than compete... very hard to go from Edenbridge to Sevenoaks or Tunbridge w
Edenbridge		Specific buses for school children going from Edenbridge to Tunbridge Wells, Tonbridge and Sevenoaks
Edenbridge		service was stopped because they said no one used it but wasn't advertised enough. needed to get to only banks nearby. not many people like bookable services
Edenbridge		Weekdays earlier and later services also Sunday service
Edenbridge		A bus service direct to Sevenoaks, Bluewater and Tunbridge Wells that either runs regularly or could be booked.
Edenbridge		As so many Edenbridge school children rely on buses to get to school in Sevenoaks and Tunbridge wells it would be great if a bus could run later to bring children home if they choose to stay to after school clubs.
Eynsford		Services times to allow students to get home after after-school clubs, perhaps using a pre-paid ticket or, better, included in cost of student buss pass
Eynsford	Go2	Top priority TIMETABLED service to Eynsford. Reinstate 1950s service 401 to Eynsford & 21A to Farningham. (Routes 421 & 478 pre-29.6.2014 only bearable.) Do NOT allow Eynsford to be lumbered with on demand 'buses. Why are they not free to pensioners?
Eynsford		Eynsford is very poorly served with regard to a bus service . The service is infrequent with poor choice of destinations. It appears to cater for school kids to and from schools but I consider it's a very poor service for residents of Eynsford.
Eynsford		Not enough space provided to answer this question. Very poor service in Eynsford unless you are a school kid. Wider variety of destinations should be available that are frequently provided and advertised 7 days per week
Eynsford		Top priority TIMETABLED service to Eynsford. Reinstate 1950s service 401 to Eynsford and 21A to Farningham. (Routes 421 & 478 pre-29.6.2014 only bearable.) Do NOT allow Eynsford to be lumbered with on demand 'buses. Why are they not free to pensioners?
Eynsford	2	More frequent service so non car owners can get to work, doctors, shops & entertainment. Integrate with route 477 so that 20 min. frequent Dartford- Swanley section pays for less frequent regular Swanley-Sevenoaks section. On demand service too complex.
Halstead		Buses don't work in rural areas... almost always 100% empty. Whole thing needs a rethink as not cost effective or environmentally friendly
Halstead		Weekend buses, especially on a Sunday, I don't drive and I haven't been ever able to go out on a Sunday as there are no bus service on the weekends. I've lived in Halstead for 9 years and my Sundays are wasted as I cannot go anywhere because no bus service
Hextable		We have one bus coming through Hextable and it is very infrequent and doesn't always show up. Busses that run on time and more frequent would be ideal
Hextable		Run more buses through Hextable. To more destinations
Hextable		Make the bus service between Hextable and Swanley station faster and more reliable
Hextable		I live in Hextable. It is right in the middle of two red bus routes in Swanley and Dartford. I would like the opportunity for Kent buses to recognise the red London buses in terms of ticketing and pricing. Kent bus price from my house to Swan or Dart is££
Kemsing		Stop the Sevenoaks Town to Kemsing bus from going into the greatness estate. It causes congestion issues and anger and is unnecessary. There are stops along Seal road already that can be used instead.
Kings Hill - Sevenoaks		New school bus service Kings Hill to Sevenoaks Schools Weald, Trinity and Knole Academy and back again



Town/village	Service	Comment
Maidstone to Sevenoaks		A bootable service along this route would be good
New Ash Green		There are no buses that run out of New Ash Green towards West Kingsdown. I live in Ash and nearest bus stop is almost a mile away
New Ash Green		Travel south from New Ash Green is impossible. West Kingsdown, Sevenoaks, Borough Green and Swanley should be directly accessible by bus, possibly a demand responsive service provided concessionary passes are usable to help the most vulnerable people.
New Ash Green	Arriva 423/433	Poor frequency and long gaps must be addressed. Buses must connect with trains at Longfield. Evening services should return to meet the needs of visitors & workers at Bluewater or DV Hospital. Direct buses to Dartford as well as Bluewater would be better.
New Ash Green	Arriva 489	Improve the frequency and ensure there are buses later than 1706 from Gravesend to meet the needs of workers. Consider serving Ebbsfleet international station if that will not make journeys unacceptably long - use Fastrack lanes into Gravesend.
Oare		Getting from Canterbury to Oare in the evening really isn't possible , even getting to Bysing Wood not possible . Basically if you don't drive or have a car you have to stay home at night . I would like to go to Faversham sometimes in the evening or stay
Oare		Getting from Canterbury to Oare in the evening really isn't possible , even getting to Bysing Wood not possible . Basically if you don't drive or have a car you have to stay home at night . I would like to go to Faversham sometimes in the evening or stay
Oare		Getting from Canterbury to Oare in the evening really isn't possible , even getting to Bysing Wood not possible . Basically if you don't drive or have a car you have to stay home at night . I would like to go to Faversham sometimes in the evening or stay
Otford		Buses in Otford are not geared to help the working population. There are no buses late enough in the afternoon to bring retail/office workers' home.
Otford		service running beyond 6pm to allow use by people working in Sevenoaks
Otford		More availability to different areas of Kent including villages, Dartford, Swanley etc with flexible times(weekends, eves) and lower prices.
Otford		I live in Otford and there's only bus going to Sevenoaks, about 11.30, coming back less than 2 hours later, so either you can shop or have lunch - not both!
Otford		Bus needed down Twitton/Filston Lane. I have long dangerous walk to bus stop - no pavement and heavy fast traffic.
		A regular bus to the hospital would be great. For a lot of people who have nobody to help it can be very hard, expensive and time-consuming to manage a hospital appointment independently.
Plaxtol		We could do with a regular bus service that links the village to Sevenoaks train station or Borough Green train station.
Shoreham		Reinstall original bus service to enable the elderly and disabled access using the bus pass.
Shoreham	GO	Reinstall our Shoreham Village bus they have been stopped!! Go2 DO NOT have except concessionary bus pass and incur a charge. Please be considerate in your improvement scheme to include these customers.
Shoreham	GO	Please allow the Go2 bus that comes into Shoreham Kent that we have to book....take free bus passes. At the moment we can't....so no point in having a free bus pass.
Shoreham		A bus from Shoreham village to Sevenoaks several times a day as well as school children's for bus pass users. Can turn round in Filston Lane car park
Shoreham		More scheduled buses rather than bookable service. Scheduled services to villages (Shoreham, hamlet of Twitton)
Shoreham		Restore free bus pass
Shoreham		A service that the people with bus pass can use to Sevenoaks

Town/village	Service	Comment
Shoreham		We have the new bookable service but it doesn't accept the OAP free bus pass and as it is the only bus service we have, it is unacceptable. We would like to be able to use it fully.
Swanley		I think Swanley is poorly serviced by buses. On the rare occasion I have had to use them, they are unreliable and expensive.
Swanley		Nothing additional. Intervals between buses are too long, cost is high (only one line in Swanley is £1.55, other are higher), duration of trips between close cities are too high. If improved I would use more
Swanley		Could there be a bus stop at the top of Pinks hill Swanley
Weald	5	Restore the bookable service that operated in lockdown as a standard bus service. This successfully replaced several bus routes in Sevenoaks. Otherwise, increase the frequency and at least ensure the route runs to Sevenoaks railway station.
Weald		Buses from Weald Sevenoaks/trinity to Sevenoaks station need to be reinstated. Children went to that school with the knowledge they could get on the 405pm to Orpington and get home . This is now a major problem for those children
West Kingsdown		Yes. There is only one regular bus service in West Kingsdown and it only travels in one direction. It would be lovely to have more options of places to go from the village that can be accessed by public transport.
Westerham	464	To travel from Westerham to East Croydon (via the tram) I have to catch a bus (246) to Biggin Hill and then pick up the 464 to Addington. Can a bus service be run direct from Westerham to Addington? I would make more use of public transport.
Westerham		Why have bus services been reduced , Westerham to Sevenoaks now 2 hourly service ? Between those times you need to book a bus at some expense to pensioners who are unable to use their concessionary pass. The council are driving people from the buss
Westerham		Buses on main roads that don't currently have them e.g. from Riverhead along Worships Hill and Westerham Road. I live in Bessels green and miss out as most buses avoid us
Westerham		The No. 1 - Westerham/ Sevenoaks service should run hourly and go through Chipstead Village.
Westerham	It's on demand	Needs to run on bank hols and from six in the morning
Westerham	1	When we had the 401 at 7.15 in Sundridge it could be used by commuters and the 9.21 by shoppers. No late taxi bus as it finishes early. Bus to TW & Maidstone hospital -could there be a dial up taxi bus especially for this. service
	233	Tickets are too costly. Need more routes buses going in down Kent from Swanley so people can enjoy the Kent and coastal even if they don't drive. More reliable service. 233 every half hour is too much wait. More bus routes to go to London as well.
	402	402 Sevenoaks-T.Wells: Close the gap between approx. 3pm and 4 pm during term time. 1 hr wait is unacceptable. Re-instate bus every 20 minutes during the day.
	477	477 is a very poor service Swanley to Bluewater often not turning up and have at times sailed past stop without picking up.
	Go	Extend GO Sevenoaks Town circular to run in both directions and increase the frequency to cover early and late evening times. This would make it a workable service, rather than the current extremely limited service
		It can take up to 3 buses (depending on ease of getting into Sevenoaks) for visitors and patients to reach Pembury. None are co-ordinated. Hopeless for those with no car or help with lifts.
		No bus from Sevenoaks to Orpington and nothing to the villages between them either. Let's cut county borders and have a proper service crossing into Orpington and negotiation with TFL taking over the R10.
		We need a proper bus shelter on bus stand in Beechenlea lane
		In and around Sevenoaks, we are not sure if we are going to get our full service back, especially the services provided by Go-Coach but also the Arriva services..
		Regular bus services to villages such as Cowden, Hever, Chiddingstone which now appear to have no service whatsoever.
		Smaller buses for narrow country roads -I.e. Burton -venue to Leigh/Charcott

Town/village	Service	Comment
		In Sevenoaks bus services should not terminate at the bus station but continue to the railway station. There is no integration between bus and rail services in the town.
		Buses should run to a standard timetable at regular intervals throughout the day. In Edenbridge there are a number of bus services which do not run regularly throughout the day making journeys difficult to plan and commutes impossible for workers
		Having to book a 'bus is a disincentive. Some older people who depend on 'buses cannot use apps. So do NOT organise on demand 'buses in the Sevenoaks area. Why do pensioners have to pay on these at present? 'Bus travel is free for pensioners in England!
		In Sevenoaks the return of the circular route from the bus station via the rail station, Riverhead, Tesco, Dunton Green, Otford, Sainsburys, More buses to Sevenoaks
		School bus services are not fit for purpose. Getting from Knole, Trinity, Weald to Sevenoaks is costly, time consuming and unreliable. There are not enough buses and they don't run for long enough to enable kids' flexibility of after school clubs etc
		To make sure school buses are priority to Wrotham from new ash green. Proper timetables abs smaller uses for villages.
		Must be made cheaper for young people, should not be cost effective for parents to drive their teens when the busses are already running, nearly £5 from Faversham one way to Canterbury is prohibitive
		Buses should run more frequent Swanley to Dartford to allow people to enjoy the restaurant pubs and theatre. So they don't have to drive.
		Where we live there are a lot of old people and we were saying they should put the bus that goes round our estate go to the Darent Valley Hospital and back then we won't have to walk all the way to Swanley (near Asda) to get the bus especially when raining
		More destinations i.e. Sevenoaks Bluewater travelling through A20 at frequent times
		Sunday service from Swanley to Orpington
		More bus routes to different destinations - I live in Swanley but have no direct route to Bexley.
		Yes change the system so that buses can go from Swanley to Bexley
		Introduction of new routes, e.g. service to run from Penshurst via Southborough to High Brooms Railway Station then on to Tunbridge Wells Hospital via Sherwood and North Farm then on to and
		All day 'buses from Eynsford and other local villages to Sevenoaks & back would mean one could connect with Borough Green, Westerham, Gravesend, Tunbridge Wells and local villages and return the same day.

## Swale

Town/village	Service	Comment
Ashford to Faversham	333	Earlier and later buses would be great as well as an improved frequency. At the moment the first and last services run dead to and from the depot when they could carry passengers at least part of the way.
Boughton under Bean, Dunkirk, Harbledown	3	A new fast service Canterbury - Faversham - Maidstone has been introduced missing out the above villages, which is fine. But the buses between Faversham and Canterbury serving these villages now stop at around 6.00pm. Far too early for work or play
Dunkirk and Boughton under Blean	3	The recent reduction in afternoon and evening services has impacted on villagers working in Faversham who now cannot get a bus home. Please reinstate these services.
Faversham		Later buses to/from Canterbury and Maidstone. More frequent, and later, buses locally at weekends and holidays, e.g. on services to West Faversham and Oare, and between Faversham and Whitstable.
Faversham		Replace diesel double deck buses with smaller electric vehicles that are less polluting and more environmentally friendly..
Faversham	3/3x	Living in Faversham I feel that the level of bus provision apart from roads close to the 3/3X and outside Monday to Saturday daytimes is poor and with increased housing
Faversham		A bus service that goes from Faversham as far as Margate without going through Canterbury. We can get the 638 or 630 to Tankerton, but this does not connect with any buses going further east.
Faversham	3	Slighter cheaper fares, more frequent services on a Sunday and cleaner internal environment on the buses.
Faversham		I would like to actually have a bus service that runs from the A2 in Faversham into town. I know most areas in Faversham have buses that run into town but as with most things, south Faversham is neglected
Faversham		It's really difficult trying to find which buses go where and where the bus stops are or for a complete journey e.g. Kemsley to Faversham. An app for a complete journey showing the buses, times and stops would be very helpful
Faversham		New routes to take in estates like The Brents in Faversham
Faversham		I had to move to the Bysing Wood area of Faversham, have a disability and dependent on buses. I'm now mostly cut off from the town centre and can't access the train station unless I get a taxi. Can't even go to cinema as last bus home around 9pm
Faversham		Look at the popular towns to visit and make more services that go to them. The bus from Sittingbourne to Lynsted and Doddington stops short of Faversham by 2 miles, school bus runs on, always full!
Faversham		There are many new estates being built around Faversham. New routes via the town centre should connect them.
Faversham		A good service between Seasalter and Faversham.
Faversham		Timing that links better with main routes to Canterbury from Faversham or Whitstable
Faversham		Not stopping the bus service to the villages between Faversham and Canterbury stop so early in the evening
Faversham		More buses please particularly in the Faversham area which seems very poorly served compared to Thanet or Dover area. More evening buses so could go to theatre in Canterbury in the evening etc.
Faversham		We can only get a bus to our local town of Faversham at the moment. There is not enough time to get a further bus to Canterbury, Maidstone or Sittingbourne as the return buses finish too early so we are trapped in Faversham.
Faversham		Frequency and improvement in the services alongside an upgrade in the bus quality. Faversham needs Hydrogen Buses to assist with the need to reduce the emissions that are currently being experienced in the area.

Town/village	Service	Comment
Faversham .		A reliable service to hospitals and urgent treatment centres. A bus service to the seaside at Tankerton or Seasalter and back again. Present piecemeal service is hopeless if you want to go for a swim by bus in the summer
Faversham to Ashford	666	Hospital services are being moved out of Canterbury to William Harvey but the only public transport link between Faversham and Ashford is slow, infrequent and often requires a change in Ashford town centre.
Faversham, Sittingbourne		More frequent buses between towns such as Sittingbourne, Faversham, Canterbury, Maidstone, Ashford
Goudhurst		I've only lived in Goudhurst for two years & until now had use of a car, the only info I've had is that services are few & far between so I'd like to see info on services sent to residents
Graveney	660	We need a bus to go the Estuary View medical Centre.
Graveney	660	A more frequent bus service, Buses after 6pm during the week and buses on a Sunday. This is an incredibly important resource for our village. Many people who use the service are no longer able to drive.
Graveney		It needs to be more frequent and running later into the evening. Also need a Sunday service.
Graveney		Make the current service more suitable for children and parents needing access to school in Graveney.
Graveney		Keep Graveney on the route!
Graveney /Faversham	660	Please stop threatening to cut back or out this service. This is upsetting and worries people as this is their only aces to doctors surgeries and shops etc
Iwade		I live in Iwade we used to have a bus to Hempstead Valley one to Canterbury one to the hospital all stopped
Iwade		Go to more places Iwade has had 3 services cancelled hospital Hempstead Valley and canterbury
Kemsley	347	To continue from my previous comments. This service is often sacrificed in favour of keeping other services going, especially in the event of driver shortages! Therefore it's a management decision most of the time!
Kemsley and Sittingbourne	347	More frequent and more earlier times for people working early morning shifts or late night shifts. Bus stop shelters would be a big improvement to customer experience. Cheaper bus fares would encourage more people to use them. .
Lower Halstow	327	more bus pass friendly service, i.e. after 0930hrs Sitt. to Chatham
Milton Regis	347	Buses are repeatedly cancelled on this route, leaving vulnerable people at bus stops for up to half an hour. This is not acceptable, particularly during winter. The bus company needs to be held to account, but they don't seem to care.
Minster		We need Chalkwell not to drop this section of the route.
Minster, Sittingbourne, Gillingham		A service connecting Sheppey and Sittingbourne Community Hospitals with Medway Maritime Hospital.
Newington	327	It needs to be more frequent and needs an evening shift
Oare	3	It needs to run much later, the last buses to and from Oare are just after 2pm! It also needs to run to Faversham station as well as away from it, otherwise we need to keep taking taxis.
Oare	3 and £X	The first bus into Faversham/Canterbury leaves here at 9.33am; the last one at 2.33. So we need more buses and a readable timetable. Impossible to understand the current one at the bus stop on The Street in Oare.
Oare		We need buses from Oare to take and bring aback children from ALL local schools.
Oare		Re bus service to Oare - no buses for school children going to Faversham or Bysing Wood; no buses for working people, No buses in the afternoon, so I can only go to my doctor / dentist in the mornings - after 10.30am!
Oare		The bus from Oare needs to go to Faversham station (as well as from it). It could go around Faversham in a circle in order to pass the station.

Town/village	Service	Comment
Oare, Faversham		Use smaller taxi-type vehicles which could run regularly, like on a loop? Pref EV
Oare, Faversham		bookable service for the village that is accessible for all ages
Oare, Faversham	3X	The bus needs to start earlier in the morning and later in the evening as at present there's not enough time to get a connecting bus to other towns and return home as the buses finish too early. Better stock and less breakdowns leaving us stranded.
Queenborough		More often with live timetables at bus stops.
Rodmersham		Please provide a regular service in Rodmersham, particularly serving Sittingbourne schools, at school times.. Every other village does, why not Rodmersham? Please 🙏
Rodmersham		PLEASE add a school bus from Rodmersham village to the Sittingbourne bus hub before an accident occurs on one of the 60mph (no footpath!!) routes the children have to take to walk to school!!
Seasalter	660	A more frequent service extending to Herne Bay
Sheerness		A prison bus from sheerness to eastchurch that tie in with visiting times ,at present after a visit families have to wait over an hour for the bus
Sheppey		Buses in the evening ,people can't even get home from work on Sheppey as buses stop at teatime in Sheppey
Sheppey		On Sheppey we have a last bus from Sheerness to Rushenden at 14.15 this seems to be too early not time to do much in town. Not good for socializing.
Sheppey		Actually I agree with all of the comments above. Bus services on the Isle of Sheppey need looking at very seriously. I would like to be part of any working party that considers how to get more people to use our public services i.e. rail and bus
Sheppey		Actually I agree with all of the comments above. Bus services on the Isle of Sheppey .Would like to take part in any further consultations that improve bus services on the Isle of Sheppey
Sheppey		More reliable buses. Although a difficult situation with road works . More up today busses on Sheppey. Better service to new areas of new estates. houses
Sheppey		Isle of Sheppey needs more bus routes and evening g buses. Under 16s should be charged child fare not all parents are eligible for subsidised tickets.
Sheppey		The bus services on the isle of Sheppey are unreliable costly, and no child fares before 9am. These need to be sorted for more people to feel they are able to use the buses more.
Sheppey		Please can you reinstate the service that goes down The Broadway, Minster Sheppey that is going to be dropped soon. I and others my age cannot walk to the new route.
Sheppey		Sheppey's service has not been user friendly: the 'Hopper' bus was great; a loop service which was reliable and easy to use. Bus fares should not be too high as this stops people using them.
Sheppey		Direct service at least once a week from Sheppey to Hempstead Valley shopping centre
Sittingbourne		Chalkwell to be publicly funded to improve frequency and reliability.
Sittingbourne		More buses needed to more destinations. One bus an hour and no buses on a Sunday is ridiculous. I work in Sittingbourne and find myself using cabs because of the lack of buses. I earn 8.91 per hour so using cabs takes a significant amount of my wages
Sittingbourne		The bus service between Sittingbourne and Maidstone on a weekday morning is abysmal and I am unable to get to work on time due to the buses not turning up at all
Sittingbourne	9	Needs to be more frequent
Stalisfield	660	Extend the route from Stalisfield to Charing for access to nearby shops, doctors' surgery and also rail and bus services to Ashford and London. At the moment the route is not used as much because it doesn't run to most facilities used by the community
Stalisfield to Charing		Need a bus to local shop/ Drs/ to connect to then get to Ashford/ Maidstone

Town/village	Service	Comment
Teynham		Improve the number of buses visiting Teynham.
Upchurch	327	The service is too infrequent and does not start early enough or go late enough into the day. It's therefore impossible to use the service for work or even to go shopping. This leads to people having to use alternatives such as cars or taxis
Upchurch	327	New bookable service for the village
Upchurch	327	New bookable service for village, particularly at weekends and evenings so that young people don't have to rely on parents and we can access restaurants outside of the village
Warden Bay		More and regular services at warden bay, Kent
	334	Many times the arrival 334 from senora fields at 9am does not arrive why?
	347	Reliability is key not just for me because I'm retired but, some people depend on a bus service to get them to their place of work. I am thinking of one service in particular: the 347 from Kemsley into the town centre. It's a very unreliable service!
	347	To be honest of the local bus services that I use 347 from Kemsley to Sittingbourne town centre just needs to be more reliable. It has historically been my assignment based on talking to fellow passengers of this particular service is that "management "0
	349	We have a smart new cinema and bowling alley in Sittingbourne and our last bus home is 1700 with no service on Sunday (349) we live in a large housing area not a village in the middle of nowhere.
	79, 334	Some traditional routes should be re-mapped. For example, by combining routes such as the 79 and 334 (Maidstone services) would surely make them for cost effective and open up options for increasing service regularity along each section.
		Use smaller buses for local routes and reinstall a Sittingbourne road park and ride
		A bus running from Sonora way to asda
		Please replace the timetables in the bus stops. And replace the bus service in Wards Hill Road on Sheppey. Now no one knows the bus times the buses run round empty all day and people have to get taxis.
		Bus services especially to villages need to be improved, places like Upchurch have such infrequent services that it actually drives down demand as people can't use them for things such as shopping due to the large gaps in time.
		In regard to bus services serving the village of Doddington and Newnham, there is one bus service that only goes to Sittingbourne. The service should continue to Faversham and would be used more.
		I feel that there needs to be improved facilities for buses. Stops are often not well planned out if you take the local one near me Brogdale Road it is decent size but there are not great facilities when using a buggy or disabled people are there
		Yes make it later in swale you cannot get home after 6 o'clock
		Yes, Kent county council should have more say over the running of private bus companies e.g. as in Manchester or London. Buses continue to in Swale have reduced services and cut early morning or late evening routes for people working late nights.
		'reinstate buses to The villages. E.g. Doddington and Newnham. Plus more frequent connections Faversham to Ashford Hospital direct.
		For commercial companies to invest in any routes Kent needs to remove the 100% subsidy for elderly travellers. Reduce that subsidy and investors can spread additional costs across more paying passengers. Otherwise, costs fall disproportionately

## Thanet

Town/village	Service	Comment
Broadstairs	34	Need to run 34 service on Sundays in Thanet also run service that goes to top of Broadstairs
Broadstairs		Better coordination of timing for different routes servicing the same stop. My local stop has two buses per hour into Broadstairs only a few minutes apart. Over recent years my area has had buses per hour reduced from 6 to 2 in each direction.
Broadstairs		Town suburbs e.g. the surrounding residential areas of Broadstairs, Kent only has an infrequent and inadequate bus service. This must be addressed urgently because many elderly people live in these areas & need a far more efficient & frequent bus service
Broadstairs		Direct route from Broadstairs to Ramsgate Newington road
Broadstairs		Regular services from Kings Avenue area of Broadstairs, the residents are very elderly, I enjoy bus travel
Broadstairs		A year round service along Western Esplanade, Broadstairs. I'm currently too dependent on my car to access Ramsgate and Margate. In my mid-70s, walking distance to nearest service is challenging!
Broadstairs		Bus services here in Thanet are generally good, a direct service between Broadstairs and Westwood Cross would be welcome. Bus services in West Kent seem less attractive in terms of frequency and price. Some of these will be Medway Council.
Cliffsend	42	The 42 bus Minster-Ramsgate-Minster served Cliffsend village. This was taken away from Cliffsend. We need a bus to get to Minster Surgery and to Ramsgate Town centre The 42 bus route needs to be restored.
Cliffsend		Bus service far too limited in Cliffsend. It's quicker to walk to Westwood x than get the bus (assuming that you are able). Unable to get to Westwood cross in order to start work at 8am. No late return times.
Cliffsend		Late eve and Sunday service through Cliffsend
Cliffsend		We need a bus service in Cliffsend village
Cliffsend		We live in Cliffsend. There is bus service through the heart of the village. Accessing current service impossible to access for elderly residents. Smaller buses, buses that don't have to run every day.
Cliffsend		I think smaller buses , so they can fit round all the roads and I'd like to see the old regular bus back in Cliffsend please. It's really missed
Cliffsend		Cliffsend need a bus service. We are a village and if people don't own a car then residents are very limited and restricted. Please give us a bus service through the village.
Cliffsend		I would like to see a bus route serving Cliffsend village. It's basically cut off from buses, and the bus that did run, doesn't pick up near to most of the houses! There are lots of elderly people who like and need the bus link.
Cliffsend		The bus service between Cliffsend Bus service between Cliffsend Village and Sandwich Road to Minster urgently needs replacing needs to be re-instated. The bus service through Sandwich Road
Cliffsend		Provide a bus service to and from Cliffsend at weekends and Bank Holidays would be a start for a dead village.
Cliffsend		Restoring many routes that were axed. We can't improve something we do not have particularly in Cliffsend Village
Cliffsend		Add Cliffsend and minster into loop service
Cliffsend		Cliffsend very poorly served - more frequency and services after 5 and on Sundays
Garlinge	32	Bookable
Herne Bay		PLEASE can we have a bus that goes to Westwood Cross from Herne Bay. Young people that don't drive have no direct bus locally which would arrive in suitable amount of time. People that don't want to drive have no direct service. Service is badly needed.
Kingsgate	8/8a	Reinstate the 8/8a bus route to run through to Westwood Cross/Canterbury during weekdays and not just Sundays and Bank. Holidays. Thus enabling residents living in the Kingsgate, St Peters area able to get to stations, libraries (Margate and Broadstairs) etc



Town/village	Service	Comment
Kingsgate		Electric buses. Better routing. Alternative routing, e.g. Thanet Loop to cover Kingsgate.
Manston	11	This bus starts at 9.30am from Canterbury, this is not helpful for anyone heading to work or school. I start work at 9am in the Westwood area and would love to get the bus, but have to drive because the bus times are not early enough
Margate	8	need a decent service from Margate through Broadstairs road after you stopped the 8
Margate	36	Please have 36 bus route that terminates at Queen Elizabeth hospital Margate carry into Westwood Cross so that people in Herne Bay and nearby rural areas can access the shopping area easily instead of having to change and wait around.
Margate		There is no bus route to St. John's Cemetery Manston Road CT9 4LY. Ideally from Ramsgate. This would also take in the Crematorium.
Margate	8a	Lose the confusing things like the 8A, I can get it to St Pauls Church in Margate but there are very few going back so I have to walk to Cecil Square. That makes no sense.
Margate		Sunday service in Dane Valley, Margate
Margate		We need a regular bus to serve Bethesda Medical Centre in Margate. There isn't any.
Margate		On the Isle of Thanet it would be good to have a later bus service, even if just at weekends and even if just in the summer, at the moment the last bus on a Friday night from Margate to St Nicholas at Wade the bus is 22.15 p.m.
Margate		Margate straight through to deal or dover NOT via Canterbury
Margate	Loop	Air conditioning and seats you don't stick too.. buses to run on time and drivers not refusing to let you on when there are empty seats
Margate through Broadstairs road to Westwood		you took away the 8 that used to do this journey, not a clue as to why. Now people have to walk the length of Broadstairs road as the existing services don't come from Margate
Minster	34	Bring back the number 34 bus route to Minster
Minster		Living in Minster Thanet I and many of my friends would use the buses rather than drive it they were more regular and ran later in the evenings and at.
Minster / Birchington		connections between village of Minster with Sandwich and Birchington. both require a car journey and a local bus would cut down on traffic in these towns.
Minster, Manston, St Nicholas at Wade and Sandwich	Various: 45,9,48,11	All bus routes to outer Thanet towns and villages must be more frequent and run later. Services like the Loop would be ideal.
Monkton / Minster		More frequent busses to and from Thanet villages. Monkton and Minster
Newington & Whitehall & Dumpton		Bus to the town and supermarket, friends, doctors' surgeries - removed the bus service which was vital for elderly and disabled residents to get out alone - please bring back was only 1 an hour until 5pm and did not run on Sundays
Ramsgate	9	Since the No.9 service from Ramsgate to Canterbury was changed and goes via Sandwich and takes much longer we have not used the service. Only 1 bus per hour. Margate has a much quicker service and 4 per hour. Don't quote user numbers as no one much uses
Ramsgate	48	On services with one vehicle egg Thanet's 48 have some way of adding a relief bus is the one vehicle gets more than 15 minutes late - on Tuesday I never completed a journey from Ramsgate to Birchington because the late vehicle turned round and came back!
Ramsgate		Direct Bus link from the new Parkway Station to Ramsgate Harbour via Canterbury Road East and London Road linking into the Loop service.

Town/village	Service	Comment
Ramsgate	Loop	Extend the Loop Bus route for every 2nd bus to include Nethercourt circus in Ramsgate. This would also be beneficial to Pegwell & Nethercourt
Ramsgate	Loop	Extend the Loop Bus Route to include Nethercourt Circus roundabout in Ramsgate. This would be beneficial to all people living in Pegwell as well as everyone in the Nethercourt area. At present our last bus from the harbour to Nethercourt is at 17.45. Daft
Ramsgate	Loop	Could the loop bus serve all parts of the Nethercourt Estate please as many residents here are elderly and would use a frequent reliable service.
St. Nicholas At Wade, Birchington,		Why have we not got a direct bus service to Ramsgate. Walking to Sarre to catch the number 9 is not ideal, when walking along a main unlit road at night, or either during the day.
Thanet to Canterbury	9	Return the service to its previous route, a direct service from Westwood Cross the Canterbury via Broadstairs, not going through Minster and Monkton and make it a half hourly service instead of hourly,
		School holiday bus services to local attractions or within a 40mins drive
Westgate	Loop	We need more bus routes in our area. Westgate on sea to Ramsgate. Would be a great route and easily done by extending the loop.
Westgate		More buses on Sundays from Westgate
Westgate	Loop	Loop service to take in Westgate On Sea .
Westgate	Loop	Better bus service for Westgate on Sea . Run The Loop Bus our way
Westgate / Birchington / Minster	Loop	I would like to see the Thanet Loop service actually cover all of Thanet, including Westgate, Birchington and Minster. Would be good to have a night bus so we can all have a drink on a night out.
Westwood	9, 8	The recently introduced No. 9 service from Westwood to Canterbury has doubled the journey time thereby decreasing availability. Why not divert every other No.8 bus to run via Nethercourt and Sarre and return on its Canterbury route
		Allow transfers between companies.
Whitfield		I would reinstate busses that run from Whitfield to Margate and Ramsgate. We have a large hospital there and have to do a two hour plus detour to get there.
	7	On Sundays we get no buses despite being on a hospital route no.36. They only run hourly on weekdays There is a no. 7 but they are few. Many older people live in this area and do not drive. Please help.
	8/8a	Reinstate the no route 8/8a in Thanet to run between Margate via Beacon rd. St Peters bridge and Broadstairs/WWX & Canterbury on weekdays not just Sundays & Bank Holidays.
	Loop	I live on Nethercourt estate it would be nice if the loop bus came to our estate
	Loop	Thanet Loop - can you avoid ' bunching' to cut waiting times?
		There hardly any service CT12 5DX
		It would be nice to have buses that ran to all towns in Thanet rather than having to get two different buses
	Loop	Loop service for villages of Thanet
		Run more services from Thanet villages into the main towns
		More services to reach the outlying areas of Thanet. Why not use 15 seater buses that can easily reach small communities, and set a flat fare to a centre, or a reduced fare for hop on/ hop off services? They use this system in Turkey to great effect.
	Loop	extend the Loop to cover ALL of Thanet
		Run rural routes instead of the better paying ones

Town/village	Service	Comment
		More country services. Sunday service from Thanet to Canterbury.
	Loop	I am a great fan of the Loop bus for around Thanet and the buses to Canterbury. electric buses would make me use buses more.
		Need more buses & more frequently, with more routes across town & district. Also night buses across Kent, so can go out in Margate from Canterbury or vice versa and get home. cheaper fares, daytrippers and bus pass like oyster cards. integrated service
		I live in Beltinge and work shifts at QEQM and would use the bus if it went to the hospital early morning and came back after night.
		Buses to Westwood Cross from deal and Walmer

## Tonbridge & Malling

Town/village	Service	Comment
Aylesford	71 and 71A	New bus routes saving time having to go to Maidstone first and change. Bring back Bluewater bus save having to travel to Chatham first. I want to give my car up and use buses, but they don't go all the way without several changes. A 'Days out' bus is needed
Aylesford	71 and 71A and 155	Use single decker buses on route 155 as villages struggle with double deckers (I've never seen a half full double decker on this route). The 71 and 71A route buses arrive simultaneously and then play cat and mouse all the way into Maidstone - it's a joke
Borough Green		if would be nice to bring back a reliable service to the village as we have to rely on trains as we don't have buses at the moment. A small shuttle bus to Larkfield maybe that would connect with a more comprehensive bus service like the 71 service from La
Borough Green		Have a bus that runs between West Kingsdown and Borough Green. There is no service along this stretch of road.
bough beech	233	more services than one an hour
Chiddingstone	230	Bus service from Chiddingstone to Tonbridge
Chiddingstone causeway	233	Despite the addition of another 233 bus on school routes this year, my children still don't get a seat when they get on at Chiddingstone Causeway and have to stand for the 40-minute journey. £1000 for 3 bus passes and standing not acceptable
East Peckham	6	HAVE THEM ACTUALLY TURN UP, more frequent services
East Peckham		I run a car. For me to use the bus it would be cost & convenience for me to use the bus. £1.50 All journeys Any day Any way.
East Peckham	6x	My suggestion is that bus 6X be diverted via Hale Street and stop outside the Co-op petrol station giving the villagers a direct bus service to Maidstone and an additional service to Tunbridge Wells Hospital adding only a couple of minutes to the schedule.
East Peckham		An evening service between East Peckham and Tonbridge
East Peckham		It's a shame there isn't a bus to north Kent college in Tonbridge from east Peckham cause people do need that
East Peckham		I live in East Peckham our nearest supermarkets and railway stations are in paddock wood Maidstone and Tonbridge we need more frequent services to all of these
East Peckham / Paddock Wood		There is urgent need for a bus service from Tonbridge through Golden Green East Peckham onto Paddock Wood at present the service terminates at the Belting hop field.
East Peckham to Tonbridge evening service	208	There has never been an evening service and it's sorely needed
Eccles		More Busses in Eccles
Edenbridge	233	More school day buses between 4 and 6 to allow children to take part in after hours activities at school and still be able to get the bus home to avoid an unnecessary pick up
Five Oak Green	205	There is a lot of potential demand for a reliable/frequent service between Tonbridge and Paddock Wood via Five Oak Green (outside of the school service). The vehicles used are far too big - could run an efficient shuttle service with small electric bus
Four Elms	210	run during the day not just a school service
Hadlow	7	Later service on a Sunday, link to West Malling. Add Hadlow to the Tonbridge Tunbridge Wells ticket.
Hadlow	7	Buses need to be more frequent and running later in the day. A travel pass for Hadlow to Tonbridge/Tunbridge wells rather than an expensive one that covers such a wide area
Hadlow		Direct bus from Hadlow to Sevenoaks would be good
Hadlow		A DRT service to other villages, for instance Borough Green isn't too far away but requires a change of buses in Tonbridge onto the infrequent 222. An expansion of Go2 or a new DRT which covers rural villages and towns, JustGo North Lincs is good example

Town/village	Service	Comment
Hadlow	7 and 77	Printed timetable leaflets instead of looking online, DRT to surrounding smaller villages or towns e.g., Borough Green or Golden Green. Cheaper fares, Wi-Fi on buses and fare integration, for instance on weekends having a through fare on Arriva & nu Venture
Hadlow		My location of Hadlow only has a wider travelling zone with ticket passes,
High Brooms, Southborough	281	divert some 281s up to the new medical centre/civic centre from Barnetts Wood via Yew Tree Rd - St Johns Rd - Tunbridge Wells Sainsbury's. Or Via Yew Tree Rd into Tonbridge, then calling at Pembury hospital on return.
Kings Hill	77	At present the last bus from Kings Hill to Tonbridge is at 14:21. We services until at least 18:00 so those commuting from Tonbridge to Kings Hills and return after a day at work.
Kings Hill		More convenient bus routes for Kings Hill
Kings Hill		More frequent, reliable services to Maidstone and also to Sevenoaks. Currently no service goes to Sevenoaks, not even a school bus and with more secondary schools in the Sevenoaks area and parents looking there, I feel there needs to be regular service
Kings Hill		Better connection with rail service. Cannot get from Kings Hill to West Malling for 5.13pm train. 1 minute to get from train to catch 8.40 at WM Station in morning so connection often fails
Kings Hill	77	Easier information access to bus timetables with wider range of times and destinations
Kings Hill	X1	Kings Hill is a rapidly expanding residential and business area, unfortunately the local bus services have recently been reduced.
Kings Hill		Better bus services between Tonbridge & Kings Hill. Although, there is a good school service, this focusses on bringing kids from Kings Hill to Tonbridge (AM) & vice versa in PM. This does not help people commuting from Tonbridge particularly after work (PM)
Kings Hill		Earlier buses I have to get to Kings Hill for work and there are no buses that will get me there on time
Kings Hill		Run regular buses to & from King's Hill to West Malling High St.
Kings Hill		Would like a bus service again from Kings Hill to Tunbridge Wells
Kings Hill		Specifically, the Kings Hill to Tunbridge Wells service could be reinstated, perhaps as a trial. We (wife and I) didn't use it frequently, but TW is a destination beyond our reach. The train journey is horrendous: not undertaken by us.
Kings Hill	255	Terrible service at weekends. Children go to school in Paddock Wood and can't get direct from School to Kings Hill after school.
King's Hill	7/77	Given King's hill is a huge industry hub you can't actually get to and for very easy to work a 9-5 job. I am disabled and cannot drive and am forever paying for taxis to facilitate journeys to and from Tonbridge. The 7 used to go up the hill!
King's Hill		The X1 and X2 from Kings Hill to West Malling railway station is billed as Kings Hill connect. West Malling Railway Station platform boards state West Malling for Kings Hill. There are no services at weekends & after 19:27 weekdays. We need services to 20
King's Hill		X1 and X2 need to run later from West Malling railway station to Kings Hill than they currently do during the week. The last current service is 19:27 but it should be 22:55. We need to have Saturday, Sunday and bank holiday services introduced too!
Kings Hill, West Malling	All services	Please can you run smaller hopper buses around this estate? We have single and double decker buses all day on small residential streets and they are empty. The noise and traffic hindrance plus environmental and cost factors are not sensible.
Langton Green	230	We need more services from Langton Green to the Tonbridge schools. Sometimes the children leave early or stay late and there is no service available to them then
Larkfield	71, 71A	Earlier buses on Sunday before 7, need buses from Maidstone to Bluewater
Leybourne		A bus service from Leybourne to kings' hills straight up the bypass, NOT via West Malling
Leybourne	72, 77, 151	72 - Reroute to include A20, Hawley Drive, Park Road, Oxley Shaw Lane A20 (and reverse). 77 - Extend to include A20, Hawley Drive, Park Road, Oxley Shaw Lane A20. 151 - Reroute along Oxley Shaw Lane, instead of Castle Way. Busses where people live!!
Mereworth	Nos: 7 & 77	No need to come through the village. Stops on periphery. Less buses throughout the day as most run empty. Smaller buses throughout the day. Possibly bootable.

Town/village	Service	Comment
Paddock Wood		more buses from paddock wood to Tonbridge would be great so that we don't have to wait as long
Paddock Wood		To be able to catch a bus to an obvious destination, i.e., Tonbridge to paddock wood via golden green and east Peckham, why only to Beltring hop garden terminus when people would like to go to Paddock Wood.
Pembury	208	Needs to be more frequent and run to time and take in to account early finishes for the schools - currently doesn't cater for 2pm Hillview finish on a Friday. Also, generally more frequent buses at rush hour for people to get into Tonbridge and TW
Pembury	208	The bus service after school is too early for Judd boys to catch as it goes at 15.37 and their school does not finish until 15.45. The other service - 208A - did not turn up when my son tried to catch it and so he was left stranded in Tonbridge.
Ryarsh		Make green bus stops with grass/flowers on roof to help wildlife (bees/butterflies) and help absorb co2 emissions. This should be thought the county not just my local area. Also, in smaller villages buses should only come when requested via an app/call
Snodland		Buses to Bluewater
Snodland		Have bus stops nearer village centres making them more accessible to older people. Suggestions have been made locally (Snodland) to have the bus stops where it is easier for people to get to them and not have to trek long distance from the main road.
Southborough	7 amongst others	Cheaper! A single to Tonbridge from Southborough for my family is miles more expensive than driving and parking. I'd much rather get the bus, but the price is a real problem.
Southborough		Have a sensible charge - it's for me to go to Tonbridge from Southborough with my kids costs far more than driving and parking. I'd much rather use the bus but it's extortionate in comparison.
Speldhurst		Speldhurst to Tonbridge please!
Through Snodland and across peters village bridge	155	Bus that runs through Snodland, over peters village and then takes the 155 routes to Rochester / Chatham
West Malling		We need a bus to the GP Surgery at Kings Hill now it has closed in West Malling.
West Malling		Needs to be more frequent connecting Tonbridge train station and major schools in the area with Leybourne chase Community
West Malling		Better links to west Malling and integrate better with trains such as Eridge where you get about 2 minutes to get to the train.
West Malling		From West Malling to Tonbridge train station a direct fast bus service, will help in commute to london will be the best motivation to go for bus ride early morning and late evenings.
West Malling		A route between West Malling and Tonbridge, stopping at East Peckham
West Malling		Travel to West Malling station
West Peckham		bring back the bus service to West Peckham!!
Wouldham		I live in a Wouldham, buses running infrequently, too costly & don't take into account the differing hours everyone works! The buses aren't fully used because if this, so we will lose our services soon
Wouldham		Bus services from Peters Village/Wouldham to run earlier at weekends and later in the evenings. The 1st bus at the weekend is 9am! Also, to extend service on 71 to include Peters Village and extend the times on the 71 too.
Wrotham	S570	Run on time. Not early. Fit for purpose. Mechanically sound. Reliability. Safety Clean. My child's life is in your hands every weekday. Greater responsibility. No child left at a bus stop. Better information if bus delayed or broken. Use app.
	208	Extend hours of service into evening. Only alternative is car or taxi for London commute or evening trips.
	402	I would like to see the return of bus timetables in bus shelters as some elderly people do not have a mobile phone. Also, visitors to Tonbridge need this.

Town/village	Service	Comment
	402	More buses are needed for adults during school run times.
	789	More frequency
	218/219	There used to be a late evening bus service from Tunbridge wells to Tonbridge Higham Lane/trench wood. It's the 218/219. Reinstating the late buses for carers and people going out. It was always well used by workers and people going out for the evening
	7	You could try making the buses more accessible for people who have got hidden disabilities and have trouble with their mobility whilst I think more buses should be up to date with Wi-Fi and a board telling the passengers where the bus is going to stop
	7	much more reliable, frequent services needed. integrated timetables, make service number 7 detour to Maidstone hospital (it currently takes 2 or 3 buses to get from Tonbridge to Maidstone hospital so on sensible way to get there is by car)
	58	The earliest bus (58) from East Malling to Maidstone hospital gets there at 10.30am. We need an earlier bus.
	155	When I have got the 155 from London Road Maidstone to court Road, Burham the fare charged has been different nearly every time!
	155	Not make disabled folk jump through hoops. Stop drivers telling me a mobility scooter doesn't mean I'm disabled! Why should I have to prove anything? Just let me on! Haven't been able to get on a bus in years! I'm in Eccles, 155 route.
	219	219 from Tonbridge station to Cage Green area should be more reliable, cheaper, and run later into evenings. Bus 7 Tonbridge to Hadlow Wateringbury and Maidstone should be cheaper and run later in evenings
	X1	Not generally but want the X1 back regularly!
		bus tickets that allow for wider travel within one payment
		Easier to find information regarding where you can catch buses to further districts. E.G how would I get a bus from Tonbridge to Hastings
		New bus services from Tonbridge station to visitor attractions such as Bewl water, blue water, Hever castle
		Need a bus stop outside doctor surgery (Tonbridge medical group) and library
		Need bus direct to industrial estate from Tonbridge Goldsmid Road (service was cut, now have to break journey at hospital and the busses don't connect, journey can take almost an hour longer if any busses are late)
		Mereworth Village has 6 buses per hour, outside peak travel they are empty and double decker. They do not need to run through this tiny village, causing noise pollution and emissions in a conservation area.
		Just more buses from near where I live - A20 west of West Malling
		I used to use the bus every weekday but since the pandemic that has changed, the Arriva bus app has stopped working so don't know when the bus is next coming. Also, N Tonbridge to the station takes 20 mins on a loop which would be good if could be reduced
		Improve the buses and timetables and reduce the traffic so the buses can move, Tonbridge high street is just a large car park queue, the junction improvements have just compounded this.
		I live in ME19, and any bus would be welcome!
		We need services in Tonbridge which runs into the evenings and later at weekends. We need to extend services in areas like Higham Lane and Willow Lea to address issues of isolation especially with elderly residents. Fares are far too high currently.
		To improve the bus service, you should put a bus shelter near both bus stops near Hadlow college as some students get wet waiting for the number 7 bus in the rain and they could catch a cold
		Increase your subsidy and restore the support to services you previously removed support from. The last evening service from Tonbridge station to North Tonbridge is so early I can't attend anything in town which finishes after 8pm.
		We haven't got any buses on the airfield estate always used to, but they have all been taken off and there are a lot of old people on the estate. So, to go to west Malling have to pay for taxi and back home and same to Asda king's hill. So, need buses here

Town/village	Service	Comment
		In regards with school travel would be helpful if bus companies and schools liase as for example Hayesbrook school always seem to finish after the rest of the schools and there are no reliable buses during this time to get the boys to school on time.
		Many people have no idea what bus services there are. Spider maps are very popular in London but must be up to date. Route numbers on the bus stops have to be right. Stop I in Tonbridge doesn't include buses that used to stop in front of the station.
		My son's bus doesn't always arrive, so a reliable service would be great. We live in the village of Plaxtol Sometimes when buses are full, they don't always pick up the children. So, to reinstate the double decker that will take all of the children.
		Analyse the number of students/passengers and design new routes or additional services to cater to the need. I find most times students in and out of Tonbridge are not getting the bus or are standing for long journeys making the commute very tiring.
		Extend services in Tonbridge into the evenings and to Elmhurst Gardens and Cranford Road, Barchester Way and Sullivan Road and Delius Drive to tackle isolation.
		Whilst it is very important that school bus services have been improved, it is also important that other passengers can travel at these times. A recent return trip from Tonbridge to Hildenborough took two hours as all buses were for schools only.
		busses that go from Tonbridge into Dartford (North Kent college) there is a big college there my daughter wants to go to and is linked with west Kent college so why is there no buses available! only way to travel is train to London then back to Dartford.
		Some routes duplicate each other so the buses all arrive at the same time which is pointless. Hermitage Lane is only served via the hospital largely, a local service to Sainsburys Larkfield would be very useful for those who don't drive.
		The buses do not go to enough destinations so have to go by car. For example. there is not a direct bus from Kings Hill to Maidstone hospital which I think is essential.
		Dedicated direct school buses - I live in Kings Hill and am saddened that there are dedicated buses for Maidstone secondary schools but not Tonbridge schools. The dedicated school bus during the pandemic has sped up journey times which is a positive!
		Buses from Tonbridge to stores at North Farm Industrial Estate (TW) and at Cannon Lane, Tonbridge.
		I live in Five Oak Green - once I get to Tonbridge there are good cheap services. By contrast the short journey from Five Oak Green to Tonbridge costs almost as much as Tonbridge to Kings Hill
		More consideration for school routes, in particular Kings Hill to Tunbridge Wells Schools, St Gregory's, Tunbridge Wells Grammar School for Boys. Quicker service needed as takes 1hour20minutes.
		More regular service between Tonbridge and Tunbridge Wells.



## Tunbridge Wells – feedback in detail

Town/village	Service	Comment
Brenchley		We need a regular bus device from Brenchley to Paddock Wood
Chiddingstone	233	More buses from Chiddingstone to Tunbridge Wells and Tonbridge
Cowden		We just want our buses back as they were before the pandemic! We could go to Edenbridge, Tunbridge Wells, Sevenoaks and Chartwell on different days!
Cowden		All I can say is that I want our bus back in Cowden - we used to be able to go to Tunbridge Wells, Sevenoaks, East Grinstead and Edenbridge - now none at all!
Cranbrook	297	More frequent and reliable service. Only every two hours if it breaks down or doesn't run it's a very long wait.
Cranbrook		More buses in Cranbrook, including link to Hastings. Hawkhurst has 7-8 buses, Cranbrook only 2.
Cranbrook	5 / 297	We need a bus between 7.30am and 9.00am from Cranbrook to Staplehurst Station for commuters. There also needs to be a bus to arrive in Maidstone around 8.45am/9.09am for commuters.
Cranbrook		More bus services in Cranbrook Kent
Cranbrook		More services to more areas through Cranbrook. How can a bus fare to Staplehurst be only 70 cheaper than the fare to Maidstone
Cranbrook		Journeys taken from villages align with the connecting busses. For example getting from Cranbrook to Wadhurst (return) the connecting bus out minutes away from each other requiring an hours wait.
Edenbridge	233	More buses between 4 and 6 on school days to allow children to participate in after hours school activities and still be able to get the bus home and avoid unnecessary pickups by car.
Edenbridge	231 / 233	An app with running times. More frequent school buses,. Morning and afternoon return
Five Oak Green	205 / 6a	evening service, weekend service, coordination of timetable to train schedule
Frittenden		A service connecting Frittenden to other bus routes in Kent. More Park and Ride services. Smaller, " post bus " vehicles at less busy times of day and to out-lying communities.
Frittenden		Bus routes which include Frittenden, please! Bus routes which include Frittenden, please! Bus routes which include Frittenden, please! Bus routes which include Frittenden, please!
Goudhurst	297	No public transport in Goudhurst as of last year. When will you bring public transport back to Goudhurst? Can you please add a service to Bedgebury
Goudhurst		There is currently no public transport in Goudhurst. We are trapped. We need public transport to Tunbridge Wells, Tonbridge, Ashford and Bedgebury. We are currently trapped since you stopped all public transport and only allow transport for school kids
Goudhurst	297	Frequent services - hourly, that run in the evening, and also Saturdays and Sundays
Groombridge		Build services that make it easy to travel via Tunbridge Wells e.g. from Groombridge to the hospital, or to the cinema, without long waits and high fares
Hawkenbury		More direct from
Hawkhurst	5	Make the number 5 bus in Hawkhurst slightly later by 10 mins, so it meets up with the school bus from upland's
Hawkhurst	5	Sort the school services. In covid times Oakwood park in Maidstone bought finishing time forward to 14.50, bus pick up stayed at 15. 50?!?!? For a whole year. This is no. 5 Hawkhurst to Maidstone.
Hawkhurst	254	Hawkhurst bus to Hastings it would be ideal if there was a later evening bus to get back especially doing a holidays with a young family, also And more frequent service to Tenterden would be ideal when you want to go to a bigger supermarket like Tesco's.

Town/village	Service	Comment
Hawkhurst / Staplehurst	5	If Arriva #5 terminated in Northam (possibly Coppards Lane) it would allow people from Hawkhurst & Staplehurst to connect to Tenterden or Rye and the reverse. This would be a godsend to the travelling public.
High Brooms	281	Southborough. Service should be extended to continue from Barnetts Wood via Southborough to Tonbridge, and return. A route taking in the Pembury Hospital would be even better.
High Brooms		There needs to be a route that links High Brooms, around the station for instance, to the new Southborough Civic/Medical centre. This new facility has been built to serve the people of the surrounding area, currently there is limited by public transport.
High Brooms		Have fewer buses travelling parts of the same route and increase access to High Brooms station from Pembury Road.
High Brooms / Southborough		A bus route from High Brooms/Southborough to Sherwood knights park and the hospital would be great
High Brooms / Southborough		There is a real need for a bus service that connects Tunbridge Wells from East to West - Sherwood to High Brooms to Southborough and also from High Brooms to Tonbridge and Sherwood to Tonbridge
High Brooms/ Barnetts Wood.		The new Medical Centre in London Road, Southborough is intended to serve residents of High Brooms / Barnetts Wood areas but there is no direct bus link to reach that.
Horsmonden		Buses to the train station daily and at times for commuters i.e. before 10am and after 2pm!
Horsmonden/Tunbridge Wells	297/296	New services to different locations and more frequent 2 buses a day to paddock wood isn't nearly enough if you need to get somewhere and don't have access to a car
Knights Park; Crowborough	289 / 29 / 277	More frequent; later in the day; buses to NT properties
Knightswood	277	We don't have a route to Tonbridge Station
Knightswood		Please can we have a direct bus service from Knights Wood to Tonbridge and Knights Wood to St John's Road making it easier for students to get to school/ college. Thank you
Knightswood		Direct bus service from Knightswood to Tonbridge, kW to St Johns Road, for student travel
Knightswood		From Knightswood to Tunbridge Wells Girls Grammar School
Knightswood	218 / 9	A regular bus service between the Knights Wood to Tonbridge would help so many of the residents who, like me, are unable to drive. This could be a new service or an amendment to the 218/9 bus. Thank you.
Knightswood		When the route ran through Knights Wood previously, the buses were very busy and polluting, and rarely used, entering and leaving with the same, if any, passengers. Smaller, electric buses would be so much better.
Knightswood		Bus route to and from Tunbridge Wells secondary schools on St John's road from Knightswood
Knightswood		Need direct bus from Knightswood to Tonbridge secondary schools
Knightswood	218 / 219	Need bus service 218/219 to come to Knightswood so our kids can go to secondary schools in Tonbridge. More than 10 kids use this service alongside a number of us going to offices and would go to Tonbridge Train station. Please extend this service.
Knightswood		Direct bus from Knightswood to St Johns road
Knightswood		Knightswood to secondary schools on St. John's road
Knightswood		Knightswood Estate to Skinners School
Lamberhurst	256	Buses need to be more frequent in Lamberhurst there are currently 4 buses a day (not including the school bus in the morning and evening) Buses need to run for longer in the day with more availability during day/evening and to more destinations

Town/village	Service	Comment
Lamberhurst		More buses to Lamberhurst, more often.
Lamberhurst		More frequent to Tunbridge Wells, Wadhurst, Tonbridge. Shuttle services to the stations. Cheaper so that it rivals price of going in the car. Better advertised.
Langton	291	Buses are every hour, these should be every half hour.
Langton Green		More frequency in outskirts e.g. Langton green
Langton Green		Bus route from Langton green to Bidborough
Langton Green		There seems to be little coordination between different companies serving our village (Langton Green). Services go close together then long gap before another service.
Langton Green / Southborough		Have a service that either goes through Langton Green to Southborough without changing buses or make it that there a better connection time between the two.
Langton Green / Southborough	291 / 282	Either one bus that goes through Langton Green direct to Southborough or a reduced connection time between two services.
Otford		Integrated timetables - my journey from Otford to Tunbridge Wells hospital involves three buses and waiting between services means a very long time which takes half an hour by car
Paddock Wood	205	More frequent
Paddock Wood	205	There is no service to many parts of Paddock Wood and there are 3 large scale developments. Why not link the 205 so it goes around Paddock Wood itself
Paddock wood		Details electronically displayed at bus stops stating next bus due at . Calling at ? More frequent services to towns like Tunbridge Wells, Tonbridge and Maidstone.
Paddock Wood	6 / 6A / 205	We need more reliable Bus Service in Paddock Wood, as there will be over 1000 Houses being built by the end of 2021.
Paddock Wood	6 / 205	Large scale housing development and 6 is not that frequent or in evenings
Paddock Wood	6/6A	start earlier so that workers who start their shifts at Pembury Hospital can use the bus instead of a car.
Paddock Wood		More frequent services. Better routes that integrate Paddock Wood and smaller Kent villages.
Paddock Wood		A regular service from Horsmonden to Paddock Wood where the train station is. Many households have a 2nd vehicle just to get to the station to commute to the capital. 2 buses A WEEK! Cars used for a 10 minute journey there and back.
Paddock Wood		More regular buses from Brenchley to Paddock Wood. We live so close yet they don't even run every day! I'm sure elderly residents would appreciate (at least a daily service with enough time in Paddock Wood to do shopping have coffee before the bus home
Pembury	297	The 197 isn't scheduled timely to take children from SKA school home to Pembury. There is too long a wait - timetable needs changing
Pembury		Encourage all ages to use school buses. Pembury Rd traffic is predominantly school traffic. Commuter services that can go quickly to TW (bus lanes)
Pembury		We need a bus from the village centre to the retail park and cinema at Knights park. At present one only runs from the hospital, which is quite far to walk from the village centre or the other side of the village.
Pembury		it is not possible to have an evening out using public transport from Pembury to either Tunbridge Wells or Tonbridge. the service would not need to run every evening
Pembury		To encourage more people to use the buses in Pembury we need a more regular service, with a competitive price. At the moment the bus to Tunbridge wells runs once an hour and costs more than paying for all day parking in the car park.
Pembury		more frequent bus services from Pembury to Tunbridge Wells (no. 6)

Town/village	Service	Comment
Pembury		Bus routes need to be considered to better reflect the travel aspirations of the public. For example there is, I believe, only one bus from Pembury to Lamberhurst each day - not always that. It does not make a trip out very easy.
Pembury		There is no bus service from skimmers Kent academy to Pembury after school. There is an hour wait for the children if they want to catch the bus. Also a bus to high brooms station would be extremely handy
Pembury		Please can we have a new bus route to connect the secondary schools. Especially SKA x as chop in a Pembury with St. John's area and High Brooms. So many kids have to walk for 30-35min each day to school as there is no bus service in place.
Pembury		Direct bus route from Pembury to High Brooms/Southborough
Pembury		more frequent bus service to Pembury hospital and a direct bus service to Maidstone Hospital, preferably with toilet facilities
Pembury	6	This service is mainly used by school children and hospital workers, but the current schedule doesn't work for many hospital workers. If the bus company was aware of shift start and finish times, they could run services at the best times for staff.
Pembury	277	I need bus 277 from Pembury Camden Arms about 8.30 am to Skimmers Kent Primary School. Pembury school didn't have places for my girls. We have to walk to hospital bus stop to catch bus at 8.50 and we are late to school.
Rusthall		Reduce the price. The cost of a short journey from Rusthall to Tunbridge Wells is ridiculous. I try and walk but if the weather is bad or I'm in a rush I drive because it's cheaper to park than catch the bus. I would go by bus if it was cheaper
Rusthall		It costs me £4.50 return to get to my local supermarket which is a crazy price for being just 5 stops away (Rusthall to Sainsburys). Some rates need greater consideration for those using them.
Rusthall	281	Later buses Sunday, later buses at weekday evenings, if you go to Tunbridge Wells buses stop too early. Cheaper buses so that families can use, named stop announcements on buses, air con. Look at this bus company for comparison
Rusthall/Tunbridge Wells	281	The price must be lower. It is absolutely criminal how expensive it is compared to a London bus for example. Over £5 for a return to town which is a mile away is absolutely criminal!
Sandhurst	5	The #5 could run in a continuous circle and service all the villages.
Sandhurst		Use smaller vehicles running through villages. Use electric vehicles. To avoid buses having to turn in inappropriate places (Sandhurst) ensure bus services continue onto the next town. There would be less pollution.
Sandhurst		A bus that runs the whole length of Sandhurst Road Tunbridge Wells
Sandhurst		A bus service that runs up Sandhurst Road
Sandhurst / Pembury		We desperately need more buses from Sandhurst to Tunbridge Wells and Pembury Hospital. We were promised regular village connections and they received special funding for this when they built this facility
Sevenoaks	402	There is currently not a service between Tunbridge Wells and Sevenoaks that would get workers in Sevenoaks to the town in good time for a 9am start at work. Perhaps a service at 7.45 arriving at Sevenoaks Bus Station at 8.45.
Sherwood	277	Buses go into the town centre from here and the hospital but nowhere else. Information is difficult to find on timetables and connecting services. I don't know where the return stop is in town just to multiple amendments.
Sherwood	277	It needs to be more frequent at morning as so many staffs work in Tunbridge Wells NHS trust have rely on 277
Sherwood		Bus from Sherwood to south borough
Sherwood		Specifically price, a short journey from Sherwood into town costs more than it does to park so it isn't an attractive option. Also the routes are confusing.

Town/village	Service	Comment
Sherwood		A bus running from Sherwood to Southborough would be amazing as it currently takes two buses and sometimes an hour to make this journey
Sherwood	277 / 218 / 219 / 281	Providing feedback as a TWBC Borough Councillor for Sherwood. Direct bus route from Sherwood to St. Johns road (covers 5 secondary schools). Better frequency every 15mins on 277. New bus route Pembury to Southborough via High Brooms / Sherwood
Sherwood	277	Less stops on Birken and Liptrapps lane. It's excessive
Sissinghurst	5	More buses on the number 5 route in Sissinghurst
Sissinghurst		Bus fares are too expensive. If they were cheaper, they would be more widely used and generate more income. The majority of current users are using free / paid for bus passes, i.e. pensioners and school children.
Sissinghurst		A direct route from Sissinghurst to Tunbridge Wells town centre
Southborough	277	There are no direct bus services from Knightswood estate to the secondary schools and South borough area. There are quite a few children going from the estate to that area. Please can you look into this and arrange for a bus service..
Southborough		We need the provision of a bus service connecting High Brooms with the Civic/Medical Centre, Library and Sports complex. There is nothing at present and considering the challenging walk a bus becomes essential as we get older or have small children.
Southborough		need a bus to Tunbridge wells hospital going through Southborough at least once an hour
Southborough		Direct service to Pembury hospital from Southborough
Southborough		I have 2 suggestions. The first is that there should be regular reviews of bus/train connections at all of Kent's stations particularly the country ends. The second is for a service from Southborough to Pembury Hospital by diverting one of the A264 buses
Southborough		A bus service linking Southborough and High Brooms especially the Civic Centre and Train Station
Southborough		A bus that is affordable that serves goes past community Centre in Southborough for residents to access the new surgery which had opened with out
Southborough to High Brooms		A new frequent service connecting High Brooms to the new Civic Centre/ Library/ Doctors Surgery in Southborough
Speldhurst	282	The use of a smaller vehicle would make more sense during the day & would facility ease of use along the village roads. We are currently totally without a bus service because of gas main replacement and road closures! A smaller vehicle could be used !
Speldhurst	282	More frequent
Speldhurst	282	Use shuttle buses and liaise with the 291 from Crawley so they don't run at the same time
Speldhurst	282	Our bus needs to be more frequent to persuade people to use it. Instead of having a dedicated service to our Village, an extension of part of the service to Rusthall [281] would be much more efficient and cost effective.
Speldhurst		It is impossible to commute into/out of London because last bus to village from Tunbridge Wells leaves before 5pm. Well before commuters have even left London!
Speldhurst		A smaller bus for Speldhurst, Hopper style, to negotiate Speldhurst's narrow roads.
Speldhurst		Why not use smaller buses after rush hour - at one time you had a shuttle bus from Speldhurst to Tunbridge Wells at weekends
Speldhurst		Not to close roads for 5 weeks we had no bus in Speldhurst weeks
Speldhurst		Sunday service between Speldhurst and town ( Tunbridge Wells) added would be great. S
Speldhurst		Please can there be more services to Speldhurst
Speldhurst		We have very little access to buses here in the village of Speldhurst. Two things would make a big difference to persuade us to use the bus. A service to and from Tonbridge would be really good. Also current service to Tunbridge Wells more frequent. Thank

Town/village	Service	Comment
Speldhurst		Better connections e.g. Speldhurst to Tonbridge as well as Tunbridge Wells
Speldhurst/Groombridge	285 / 291	More frequency.
Tenterden	297	Bus on Sundays
		Bus from Sherwood / St James to secondary schools on London Road (and return journey)
	277	To reinstate commuter buses. There are fewer buses into town in the morning, and also returning in the evening. There is no 277 running between 17.30 & 18.15 from the station to the hospital,
	786 / 788 / 789 / 793	More frequency on these buses
	6	All services should run to and from Maidstone Hospital
	281	Need a bus to go up Upper Grosvenor Road into Fountains Retail Park. Is an easy & direct route. Poor weather/winter/hot summer days are not easy to walk to connect to bus routes with shopping bags. Roads/pathways not pleasant to walk due to lorries, cars.
	285	Sunday service to be offered. Later evening services.
	257	Run the 257 bus through Sissinghurst so residents can get to Tunbridge Wells without walking a mile to the bus
	277	I don't have a car so have to use my local bus, 277. Please can we have proper timetables? It's so hard to find out bus times and how to reach villages. I'm new to the area and longing to explore. Please can we go back to 20-minute intervals for the 277?
	277	Kent More buses on the 277 route, especially after 5 pm.
	281	The price must come down! The 281 service in Rusthall is extremely expensive so I avoid it! Over £5 for a return into town which is just over a mile away is criminal!
	285	Replace the old run down vehicles currently running on the 285 route they are dirty and feel unsafe
	297	Get the 297 Tunbridge Wells service running in the evenings!
	402	Longer routes which cover many places are required so that one does not need to change e.g. reinstate the 402 from Tunbridge Wells to Bromley, not just Tunbridge Wells to Sevenoaks. (The 402 was cut back after 23.7.2017.)
		Please have "hopper" small more frequent buses running in Tunbridge Wells from where us older folks live i.e. Farmcombe Road, Cavendish Drive and other "estates" like the new housing development in Hawkenbury - where people can hop on the bus and travel
		Please have hopper small frequent buses running from housing estates and places where older folk live so that we can frequently hop on and go into town, meet friends and shop, have a meal or coffee, go to the library etc.
		Hop on Hop off 25 seater electric around town
		Have more Park and Ride services to reduce the number of cars going into town centres. Use the old cinema site in Tunbridge Wells to have a bus interchange similar to Sevenoaks or Lewes
		In Tunbridge Wells current routes should be analysed to determine if better ones are possible. Better services to the retail park to encourage people to use public transport. Better signage at railway station.
		Later Services from major towns to outlying towns/villages. last bus from Tunbridge Wells to Paddock Wood a town within the borough is 8 pm.. Useless if you want to attend one of the two theatres, have a meal out.
		The loop bus to run near the netherworld estate.
		The Loop running along Newington Road weekdays as well as weekends
		Where we live on the south side of Tunbridge Wells the last bus of the day is fairly early in the evening, therefore a service that's runs later and also is cheaper than the cost of a car park

Town/village	Service	Comment
		Only see great big double decker buses with a few people on in our area. I don't use the service because there's nothing available to the public early enough to enable me to get to work in Tunbridge Wells for 8.30am.
		We would like a bus stop on Geddes Hill Matfield, as the road is far too busy to walk up or down, and there is no footpath. This is reason we do not use buses. Little point in getting into car to drive to bus stop as then where do you park?
		Retain/reinstate rural routes, previous direct route from Showfields to station
		We need more "hopper" type small buses for us older folks who live in places like Farmcombe Road, Cavendish Drive, Sussex Close and Delves Avenue to be able to "hop" on a bus and go to either the Pantiles or to the Centre of town and the Victoria shopping
		My child starts at a secondary school along St John's Road in September and it would be very useful if there was a direct bus service from Sherwood (near Greggs Wood Road)
		I am concerned by number of polluting buses passing our house going on / off the Knightswood estate. I would like to see smarter timetables, smaller electric buses with online partly dynamic timetable driven by consumer requests
		We live in Knights Wood, my daughter takes bus to school at Ramslye. She spends lot of time from home to school every school day . I would suggest to extend or add a new route from Town centre to Ramslye.
		I think the bus fares need to be more affordable and greener a tram service in Tunbridge Wells would be an amazing asset to the town especially if it was run on green energy generated by the town. There are ways of doing this we need to look to the future
		Better links (and far, far cheaper). Services have been cut. I used to be able to take the five minute journey from Gldsmd Rd direct > Knight's Park - used to be 2 busses per hour. Now I have to catch 2 that rarely line up. Double journey time and £5++!
		I love the commuter services from Tunbridge Wells & Tonbridge. Anything more that can be done to improve the frequency of these would greatly benefit residents in these areas.
		I use a bus pass. in the past I found Kent's roads so crowded I went into East Sussex instead-- buses around T wells and Tonbridge too slow !
		A direct bus to run from North Tonbridge to Tunbridge Wells rather than having to change buses in Tonbridge High Street
		Bring back the service from Bromley to Tunbridge Wells
		Information and routing mobile app. for Kent buses to help figure the best routes across multiple providers for routes such as Tunbridge Wells to Maidstone.
		Ensure that you liaise with Sussex County Council because the Brighton and Eastbourne buses terminate at Tunbridge Wells. The 29 to/from Brighton is brilliant.