

case	Which bus service do you use most often? [Select one only]	Do you have any comments about the current Sefton bus network to inform the review? [Please include bus service number, location, travel times, etc. where applicable to support your comment]	Do you have any comments about the current Wirral bus network review? [those that last used a bus over a year ago]..
1	433 (New Brighton to Liverpool)	The frequency of Arriva 432/433 cross-river services compared to those of Birkenhead cross-river services is severely under-specified. 407 and 437 services are minutes apart and often with few passengers on-board, where as 432/433 services are regularly late or fail to turn up at all - overcrowding on 432/433 services is also a daily occurrence. An increase in frequency of 432/433 services would be significantly beneficial in order to restore customer confidence, which is quickly diminishing.	
2	22 (West Kirby to Chester)	Make the 22 more frequent to increase usage	
3	81 (West Kirby to Arrowe Park Hospital)	22, 80, 81 and 82 are too infrequent	
4	22 (West Kirby to Chester)		
5	418 (New Ferry to Birkenhead)		
6	81 (West Kirby to Arrowe Park Hospital)		
7	423 (Seacombe Ferry to Liverpool)		
8	418 (New Ferry to Birkenhead)		
9	487 (Liverpool to Ness Gardens)		
10	437 (West Kirby to Liverpool)	I think that bus services have several issues very similar to local trains. There is very often witnessed anti-social behavior. Drivers rightly so do not want to get out of cabs. ( they are not there to be abused or assaulted at work) I have witnessed assaults, smoking , abusive behavior and other ASB. This goes up afterschool and on fri/ sat nights. I have seen such behavior in various locations including the travel between Liverpool and Borkenhead. At Heswall Bus Station and buses travelling to there. Another issue is the buses delayed and all turning up together half empty. This effects the timetable and public confidence in the punctuality of buses. Both of these could be in part be sorted out by the introduction of a communication hub for all buses across Merseyside. Very similar to TfL. Fare prices have become unaffordable for many with taxis becoming a more affordable mode of travel. For example it is near £5 in to Borkenhead for 2 adults yet the taxi cost for two is about £4. In conclusion I feel that the service offered needs to be safe, reliable and affordable service. My final point is at 2300 even at weekends Wirral becomes a ghost town area. We cannot connect with Liverpool until 0800 or there about by public transport some areas are later. Putting on tunnel buses outside of the normal working hours should not be cost based. It is a service needed to encourage cross Mersey working and socialising, student population is growing in the Wirral.	
11	432 (New Brighton to Liverpool)	Needs a cross River night bus again and also a through link between New Brighton and West Kirby	
12	1/X1 (Liverpool to Chester)		
13	414 (New Brighton to Woodside)	Need bring back service 10/10A New Brighton to Arrowe Park	
14	437 (West Kirby to Liverpool)	418 Beechwood Estate no longer run in the evenings or weekends restricting me from going anywhere or getting to my local hospital	
15	41/42 (Woodchurch to Mill Park)		
16	471/472 (Heswall to Liverpool)	Bus routes in and out of Birkenhead are generally acceptable, but getting around other parts of the borough is difficult as services are either non-existent or too infrequent to be of any use. (Eg. Prenton Dell to Greasby, Prenton to Cloughton, Heswall to West Kirby, Heswall to Clatterbridge). People are more likely to make journeys by bus if they can travel direct without having to change. The objective of previous network reviews seems to have been to maintain some bus service provision for all areas, but with no regard for whether the route goes where people want to travel - this should not be the case. Merseytravel's range of season tickets (Solo, Trio) are priced too high for travel between Wirral and Liverpool. The LCRCA has access to funding not available previously so there is no excuse for not increasing bus provision.	
17	432 (New Brighton to Liverpool)		
18	22 (West Kirby to Chester)		
19	22 (West Kirby to Chester)		
20	22 (West Kirby to Chester)	The 22 finishes too early and is confusing with it coming at different times each hour	
21	38/38A (West Kirby to Eastham Ferry)	The 38 has become too long of a route, with having to serve other places where services have been cut, express services should run, or a new route that takes less time	
22	17 (Eastham Rake to Moreton Cross)	Since the 84/85 was withdrawn last October, it has made getting to Clatterbridge or Bromborough a hard task, as once was 1 direct bus that took 15 - 30 minutes, now takes 1 - 1.5 hours	
23	41/42 (Woodchurch to Mill Park)	Should reintroduce service 118/119.	
24	423 (Seacombe Ferry to Liverpool)	Should be later buses in the evening back to the Wirral to serve people going out for the evening in Liverpool. Buses should run until 1am on main routes	
25	437 (West Kirby to Liverpool)	The bus network on the Wirral has suffered massively from the closure of Avon Buses in 2019 with evening and weekend services particularly badly affected. The indifference of the two major operators to fill some of the gaps and uncertainty surrounding the ownership of Arriva has impacted the network	
26	1/X1 (Liverpool to Chester)	Late night Moreton Circulars need scrapping. X8 needs bringing back to speed up buses to Chester. More cross river buses needed using the Kingsway tunnel like many years ago. Wirral to Bootle link needed (Lots of cars travel between these places). Buses needed into Bidston Tesco. Fast Birkenhead to Chester bus straight down A41 needed. 811 needs to be made more frequent like it used to be with the 817. Deeside Indust EST hasn't a lot of people working there and the 811 only caters for a few of those passengers. 811 shouldn't serve Bromborough Indust Estate. Needs to be faster up to Birkenhead. 145/146 needs bringing back and rid the 38 extension to Eastham. 145/146 provided a lot better journey opportunities.	
27	433 (New Brighton to Liverpool)		
28	420 (West Kirby to Liverpool)		
29	437 (West Kirby to Liverpool)	Too little services outside of birkenhead.	
30	1/X1 (Liverpool to Chester)		

31	106/107 (Liscard)	I live on a section of Breck Road which has had a very poor service the last year or so. During the last bus review in 2017, the 403 was withdrawn and replaced with the 408/409 circular. However, this was also removed in January 2019. As result, part of Breck Road has gone from having a bus every 30 min during the daytime to one bus every 90 minutes. As a result, I have to walk to either Gorsey Lane or Wallasey Road in order to access a more frequent service. And as a result of the collapse of Avon Buses in October 2018, the area has also lost it's evening and Sunday service too.	
32	1/X1 (Liverpool to Chester)		
33	16/16A (Eastham Rake to Moreton Cross)		
34	38/38A (West Kirby to Eastham Ferry)		
35	22 (West Kirby to Chester)	The 22 is too infrequent	
36	487 (Liverpool to Ness Gardens)	Great if you live on a strong commercial route like 437 but those of us who are still suffering the loss of the 118/119 and 418/419 to Mill Park means travelling is very difficult now.	
37	410 (New Brighton to Clatterbridge Hospital)		
38	495 (Birkenhead)	Back when Avon buses collapsed in late 2018, the Beechwood estate where I live lost it's evening and Sunday 492/495 service. Even though the evening and Sunday had been subsidised by Merseytravel, no replacement was provided. It was only thanks to campaigning from members of the community and the involvement of former MP Frank Field that in September last year, Arriva agreed to introduce a new evening and Sunday service for the area. Even then, I consider the standard of extra services poor for the following reasons: 1) The service finishes just after 9pm Monday-Saturday and on Sundays, only operates between 10am and 5pm with a two hour gap between 1pm and 3pm. The previous Avon service finished at 11pm and Sunday service ran from 7am-11pm. As a result, the poor service times still limit options for residents in terms of getting to work and socialising. 2) The service runs two hourly in each direction, which can be confusing. 3) The previous Avon service provided an evening and Sunday link to Arrowe Park Hospital. The current service does not.	
39	418 (New Ferry to Birkenhead)		
40	410 (New Brighton to Clatterbridge Hospital)	410 in the mornings is more often than not full and late, especially during term time. There needs to be more frequent buses to allow the services to be timely.	
41	420 (West Kirby to Liverpool)		
42	16/16A (Eastham Rake to Moreton Cross)	I travel equally between Moreton and Bebington and Moreton and Poulton. The 16/17 is an excellent service. Wallasey, especially Poulton is very poorly served. I either have to take two buses or one bus and a long walk.	
43	409 (Woodside to Wallasey Village)	409 needs to run earlier in the morning and must run later in the evening	
44	Other (please specify)	3 uses to get to Stanton road	
45	437 (West Kirby to Liverpool)	It's ridiculous that the 437 goes through the Birkenhead tunnel. Why is there no service from Greasby that goes through the Wallasey tunnel	
46			I would like to see some kind of bus service restored to the village. This could be achieved through a slight rerouting of the 16/16A/17 service
47	432 (New Brighton to Liverpool)	living in liscard i feel i have a good bus service	
48	1/X1 (Liverpool to Chester)	In Recent months, the 1 and the X1 have had problems with punctuality in the evening due to traffic congestion around Cheshire Oaks. During the Christmas period, there were delays of up to 40 minutes on some days. I used to able to avoid this by taking the 2 bus but that got cut back to operate only between Chester and Ellesmere Port in September 2019. To solve this issue, I would recommend the introduction of a peak hour 1A or X1A service. This service would follow the normal route between Liverpool and Ellesmere Port, but then take the direct route of the Port via the A5032 Chester Road and then resume normal route at Whitby Lane	
49	73 (Heswall to Poulton Lancelyn)	It would help me if buses such as the 73 and 487 went closer to Bebington train station	
50	471/472 (Heswall to Liverpool)	The bus is so expensive. Why can you give people who can afford to buy an annual pass 2 months for free, but those of us who need to buy monthly, weekly or daily tickets get much smaller discounts. Your ticketing system is prejudice towards poor people.	
51	471/472 (Heswall to Liverpool)	too many buses run up woodchurch road from the railway bridge to town at the same time leaving too long a gap at night. 471/472/423/41/42. I live between holm lane and townfield lane and we have no direct link to the hospital at arrowe park when previously had the 10. no late night service back to the noctorum and my direct path is unlit from woodchurch road thus making it difficult for people who are less able or injured. the buses do not line up to trains or for bus transfers on many occasions.	
52	38/38A (West Kirby to Eastham Ferry)	The 38 takes too long since it now serves places where you cut other routes from.	
53	81 (West Kirby to Arrowe Park Hospital)	There is no bus from Hoylake to Arrowe Park, which makes it difficult for many people with the change in West Kirby, as the current buses in Hoylake come minutes apart, then there's no bus for another 20 minutes.	
54	81 (West Kirby to Arrowe Park Hospital)	Since the 22 no longer served Arrowe Park Hospital, there has no longer been any bus to Arrowe Park down Greenbank Road, which means lots of people now have a long walk to Frankby Road, now the bus goes down black horse hill instead	
55	22 (West Kirby to Chester)	The 22 finishes too early, meaning it is difficult for many to get from West Kirby to Heswall of an evening or a Sunday, as what would be 1 route during the day, is now 3 routes at night or sunday, which discourages bus travel.	
56	1/X1 (Liverpool to Chester)		
57	418 (New Ferry to Birkenhead)	The 418 route needs to be kept but I have a feeling it won't due to the bus being constantly empty from Woodchurch Road to New Ferry. The 118's need to return aswell, scrapping the service 2 years ago was a mistake.	
58	437 (West Kirby to Liverpool)		
59	471/472 (Heswall to Liverpool)	why does it take 3 buses to get from pensby to West kirby? its only 5 miles yet no direst service from heswall evenings or weekends	
60	487 (Liverpool to Ness Gardens)	Need more evening services from Bebington to Liverpool. Last bus to Liverpool is half 10 which is ridiculously early.	
61	1/X1 (Liverpool to Chester)		

62	437 (West Kirby to Liverpool)	There is no integration. Buses may be timetabled as frequent, but then you wait and 3 come together. Buses sometimes miss out stops when they are late , especially cross river services in Liverpool. You have on line tracking , but this does not tell you if a bus has been withdrawn .	
63	16/16A (Eastham Rake to Moreton Cross)	I would like to see an evening and Sunday service on the 16 and 17 Eastham Rake to Moreton Cross Service and better services between Heswall and West Kirby. I would also think mini buses could be used on the 16 and 17 service and the 91 service in Birkenhead.	
64	437 (West Kirby to Liverpool)		
65	437 (West Kirby to Liverpool)	The 437 route is one of the best services on Wirral but is often overcrowded at key times of the day. There is no viable service along Bidston Road to serve the Oxton area. A regular service to Liverpool would greatly reduce congestion along this busy road, and would also assist the many older people living in the area.	
66			Cross-river services are way, way too expensive for the distance travelled. They also don't connect well with any of the Liverpool railway stations, particularly Liverpool Lime Street.
67	410 (New Brighton to Clatterbridge Hospital)	The disjointed nature of services is what makes bus travel inconvenient on the Wirral and forces people into their cars. If I need to get more than one bus I have to plan in advance to buy a suitable ticket at the nearest travel center, I can't use my Walrus/Metro card to get the best value ticket to travel on any bus service, and seeing as journeys often require a change of providers this only causes frustration. You cannot buy the best value ticket on board a bus, yet I cannot top up my Walrus card online, only view active tickets. Why is there no app for this? Why do I have to visit a train station or Travel Center to be able to access saveway tickets? The metro-smart website tells me I'll be able to buy SOLO tickets online in early 2020, but nothing else? It is so impractical to travel by bus! The cost of bus travel is also prohibitive: If I travel on a bus to Liverpool it will cost me £5.50 for a day ticket (arriva) or £4.40 (stagecoach) - both options limits me to one bus company, so if one bus is running late I can't hop on the next one running the same route! For myself and my husband to travel by bus to Liverpool to our work it would take over an hour, 3 buses and involve 25 minutes of walking. That would also assume all the buses are running on schedule. Factor in the price of bus ticket - £3.15 for each working day (based on arriva's adult 4 weekly). That is £6.30 a day. That is assuming we only need to use one company's bus service. If we drive the journey is 30 minutes. We park at work for a charge of £2.20 a day. The tunnel costs £2 a day. That is £4.20 a day. It is £2.20 more expensive a day, and takes twice the time to take a bus. The cost of running a car added into that mix and it is still a win for the car journey. The Merseyside region has to push to devolve their bus services, and truly integrate them. I know this is talked about, but nothing seems to be happening with this idea. There are cities in Europe that are encouraging their citizens onto public transport by proposing to offer travel for the equivalent of €1 a day - <a href="https://www.theguardian.com/world/2019/jul/09/vienna-euro-a-day-public-transport-berlin-365-annual-ticket">https://www.theguardian.com/world/2019/jul/09/vienna-euro-a-day-public-transport-berlin-365-annual-ticket</a> Could Merseyside lead the way in the UK?	
68	433 (New Brighton to Liverpool)	The 433 stops too early which can make working late or making plans to stay in Liverpool after work less appetising. Walking from Gorsey Lane might get the steps up but after a long day at work it's not something which you want to look forward to. Even if it ran hourly until 10pm it would be something. I get that planners and Arriva think people will get the 432 to Liscard and change to a 423 to get back down to Seacombe but the likelihood of this happening must be slim (backed up by the number of people who get off at Gorsey La/Poulton Rd and walk the rest of the way). Likewise, New Brighton has also become an evening destination which could benefit from the 433 running later. In this day in age, next stop announcements on the buses must be compulsory.	
69	471/472 (Heswall to Liverpool)	There is not a frequent enough bus route along Barnston Road and walking to Thingwall corner is too far and impossible	
70	437 (West Kirby to Liverpool)	420 - would appreciate more direct West Kirby to Liverpool buses especially at peak times on weekdays	
71	423 (Seacombe Ferry to Liverpool)	Arriva have a monopoly in Leasowe, and thus it feels that they don't really care about punctuality on their Leasowe routes. Also, the cost of using multiple services during peak times, and purchasing multiple tickets for each operator is expensive.	
72	1/X1 (Liverpool to Chester)	The provision for getting to the main two hospitals from certain parts of the Wirral needs to be improved. To rely on connections of buses is not acceptable.	
73	1/X1 (Liverpool to Chester)	Need to restore link between Heswall and Clatterbridge Hospital	
74	41/42 (Woodchurch to Mill Park)	41 never on time	
75	22 (West Kirby to Chester)	please put the number 22 back through Hoylake, many people relied on this bus, the new arrangement changing in West Kirby does not work most of the time, as the 407 and 38 do not come with in a small timeframe of the 22.	
76	410 (New Brighton to Clatterbridge Hospital)	Should have more routes Buses always late never on time 410 41 42	
77	418 (New Ferry to Birkenhead)	What is the point of this ?? Mersey Travel don't run the buses OR THAT IS WHAT YOU SAY Arriva and Stagecoach do , it's that lot that has done nothing but cut cut., Since 1986 the north end of Birkenhead has lost 12 bus routes , after 6.30 PM we have one bus the 437 you have to get two buses after 6-30PM to Arrow Park Hospital the 437 and hope you can catch a bus Cumming up from Morton Road. And look at the service provided in London by Arriva and Stagecoach 24HR service 7 days a week. SAY KNOW MORE THAT SPEAKS FOR ITSELF.	
78	1/X1 (Liverpool to Chester)	Already got rid of early morning Lpool bound No1 without any consultation	
79	407 (West Kirby to Liverpool)	I am 84, visually and hearing impaired, have mobility difficulties, and need to travel to Arrow Park Hospital for essential appointments. There is no direct service from Hoylake. I don't know how I can manage in future.	
80	492 (Birkenhead)		
81	414 (New Brighton to Woodside)	Need 10/10A/11 badly reinstating they were vital	
82	407 (West Kirby to Liverpool)	407 service finishes too early in the evening. The last bus that goes to West Kirby is at 17:45, after that the bus finishes at Moreton cross where there are few connecting bus services and long waits for another bus. Why doesn't this bus continue to Millhouse lane before returning to the depot? This would offer a better service for Moreton Town Meadow/Millhouse lane area residents.	

83	487 (Liverpool to Ness Gardens)	I think more care should be shown taking into account demographics , location of shops, hospitals. No care seems to be shown . 85 was taken off in the evening . 112 was stopped22 diverted no longer going to hospital. Also why can't 487 run later at weekends	
84	410 (New Brighton to Clatterbridge Hospital)	Bus service No. 414 to Arrowe Park Hospital from New Brighton. This half hourly service has an early evening finish which is far from satisfactory whether attending A&E, having a late afternoon appointment or visiting a patient. Visiting or attending Arrowe Park Hospital from New Brighton on a Sunday is non existent. There used to be a 10A or 11 bus to cover both Mill Lane and Arrowe Park hospitals from New Brighton but again this was near useless as it also finished in the early evening and no service at all at weekends.	
85	432 (New Brighton to Liverpool)	432/433 evening peak service is erratic can suffer major delays compared to other services such as 437's. Multiple 437's turn up compared to 432's. West Kirby seems to be a favoured area for bus travel judging by the number of buses that are on that route	
86	38/38A (West Kirby to Eastham Ferry)		
87	411 (New Brighton to Birkenhead)	No direct route to Liverpool in Seacombe / Egremont area. Evening bus service has long waits. 433 to Liverpool Service on Liscard road stops around 6:40 pm. Last Bus form Liverpool City Centre is 6:28. This makes it impossible to get home from work in Liverpool to Liscard Road area (or Seacombe if walking from bus stops) in one continuous journey. Requiring changes of transport in the early evening. Could this service at least be extended until later at night?	
88	38/38A (West Kirby to Eastham Ferry)	38/38A service (West Kirby-Eastham). This service is rarely punctual. It frequently has only single deckers provided when a double decker is needed due to passenger numbers at peak times, mainly school children. Children attending at least 4 different high schools on the route use this service and it is packed. I would suggest that a 38S service be introduced (similar style of service to the old 17S service which served Wirral Grammar Schools, before Avon ceased trading) on the same route for school children to use, relieving the pressure on the other buses. Services should be more frequent, at least every 20 minutes Monday to Saturday and half hourly on Sundays. Weekend services starting at West Kirby need to start much earlier, especially on a Sunday. I live just off Tollemache Road and cannot get a bus into town for work in time, and I do not start until 1000, meaning I have to pay for a taxi to work every Sunday I am in. Mobility issues mean I cannot walk down to Hoylake Road Post Office bus stop, but there are no other suitable services on Sundays anyway. 492/495 Sunday service is nowhere near acceptable as they only run 2 hourly in each direction and only run between 1000 and 1600. One 38A bus an hour on Sundays is just ridiculous. Access to Arrowe Park Hospital is very poor in this area, requiring a change in Birkenhead Bus Station to get a second bus to APH after 6pm and all day on Sundays. 418 service needs to be extended until at least 2200, allowing visitors to get home on one service and to allow staff to get home. This service needs to extended further to run on Sundays every 30 minutes between 0900 and 2200. If the Urgent Treatment Centre based at APH goes ahead, then access to the hospital will be even more crucial and will need to be run all day, every day, with at least an hourly service during night hours. 38/38A/407/418/492/495 should all include an addition to the route to call at Birkenhead North Station to provide proper integration with other forms of public transport.	
89	81 (West Kirby to Arrowe Park Hospital)	Poor connections to Arrowe Park Hospital,,particularly bad in the evening and on Sundays..The rerouting by Stagecoach of the 22,despite much opposition was a disaster,only partly remedied by the introduction of Merseytravel service 81	
90	1/X1 (Liverpool to Chester)	471/472 Due to cuts to buses such as the 418 not running in the evenings or on Sundays. People have no option but to travel to Birkenhead bus station then get a 410 or a 487 to get them home to Bebington. Or take the 42 or 41 then walk through New Ferry. Birkenhead bus station after 8pm is now becoming a hub for anti social behaviour. Travelling through there in my previous job I did not feel safe late at night. There is also no direct route when taking the 471/472 to the bus station so you have to walk from Argyle street or get off by the Pyramids and walk as well.	
91	432 (New Brighton to Liverpool)		
92	418 (New Ferry to Birkenhead)	Living in Preston my only bus that I can get from my door is 418 New Ferry/Birkenhead. I have no need or desire to go to New Ferry. A trip to Birkenhead which used to take about 10 minutes on the 83A now takes 40 minutes with a tour of Wirral. I could walk to Woodchurch Road for a bus but the walk back is uphill and I suffer from psoriatic arthritis which makes walking difficult at times especially uphill with bags of shopping. The 418 doesn't even bring on a Sunday! When I moved here about 7 years ago the 83/83A ran every 15 minutes plus we also had 90 bus service which was useful in getting to shops in Prenton and even getting to Oxtown Village.	
93	437 (West Kirby to Liverpool)	The 22 bus (Chester to West Kirby service) was rescheduled in 2019, and no longer serves Arrowe Road, Greasby. The surrounding area of Arrowe Road, has a high population of elderly people and there is no longer a service to Chester, Heswall, or Birkenhead. It is approx 1/2 mile walking distance to Mill Lane Greasby to the nearest 22 bus stop connecting with Heswall and Chester. People travelling from Chester have to change buses in Heswall to attend Arrowe Park Hospital. Elderly and disabled travellers living around the Arrowe Road Area are now cut off from main shopping areas and recently planning permission has been passed for 127 houses to be built off Arrowe Road, on the Champions Business Park and there is no public transport to access main shopping areas, train stations or businesses in Birkenhead, Chester or Liverpool for work.	
94	432 (New Brighton to Liverpool)	Buses do not cater for those that rely on them, most elderly, people in poverty, people who need to get to hospital	
95	22 (West Kirby to Chester)	22 should extend back to Meols	
96	487 (Liverpool to Ness Gardens)	Bring back the number 2. More buses to run after 6.30pm during the week and weekend.	
97	41/42 (Woodchurch to Mill Park)		
98	471/472 (Heswall to Liverpool)	Services with a common route should be spaced out on the timetable. E.g. on Woodchurch Road on Sundays the 471 and 423 have a common route from Liverpool to the hospital yet they follow each other and then there is a 30 min gap. There should be more joined up thinking on timetables	
99	418 (New Ferry to Birkenhead)	418 Sunday service is non existent. Weekdays if you're running late then there is basically no service after 6pm and get stranded. Going a handful of stops costs the same as going several miles which makes short trips very expensive. Generally not easy to get back about	

100	437 (West Kirby to Liverpool)	the 437 bus was always reliable although of an evening during peak hour it was often late but I suppose that is to be expected.	
101	471/472 (Heswall to Liverpool)	There is only one bus that services my area, there no trains so when one doesn't turn up it can be very annoying. The only bus service I can use is the 471, I think there should be more buses going through Irby to West Kirby/Claughton etc	
102	492 (Birkenhead)	Miss 10 service to hospital and new Brighton also no access to clatter ridge hospital	
103	1/X1 (Liverpool to Chester)	There needs to be later buses from Chester heading northbound. I very often find that quarter to midnight is far too early for the last bus. I like to go out and have a few drinks and then catch the bus home and the times got earlier in September time which really isn't suitable. You have to have your last drink at quarter past 11 meaning you don't really get to enjoy the atmosphere very much. Just putting on a bus around 00:10 (Preferably starting at Foregate Street 'Argos' stop and then calling at the bus interchange) would be great for people as then that gives a good time to go out and have a good time but still being able to get the bus home. I say start it at Foregate Street as that end of Chester has a fair few bars and it can take you 15-20 mins to walk from there up to the bus station where as the bus only takes 2 minutes.	
104	437 (West Kirby to Liverpool)	437 - I have already submitted a complaint about the general poor standards of the buses inside i.e. dirty, tatty seats some of which need to be totally reupholstered or replaced and dirty marks on handles some of which remain there week after week. I would also add that it is becoming more and more frequent to have to endure very unsociable behaviour on the bus unfortunately mainly from the younger generation i.e. teenagers/early 20's by playing loud music, swearing and exhibiting very intimidating behaviour. I have actually stopped using your buses at the weekend as I have often felt unsafe. There needs to be some sort of support put in place so that bus drivers can request assistance to remove such individuals from the bus.	
105	38/38A (West Kirby to Eastham Ferry)	We live in Saughall Massie and there currently is no direct bus to Liverpool, we have to catch the 38 then change at Birkenhead bus station for a bus to Liverpool were we maybe have to wait for a connection on our return trip from Liverpool. The service we did use when we lived in Upton was 437. Why can't a 437 once an hour divert to Saughall Massie after the Twelfth Man (Gravesberie) there are normally 4 services per hour surely this would not cause much disruption?	
106	407 (West Kirby to Liverpool)	Would like to have reinstated the recently removed part of the route from West Kirby to Moreton of the bus 22.	
107	437 (West Kirby to Liverpool)	Wish the bus and train would connect with train times	
108	175 (Heswall Shore)	The bus stop in birkenhead bus station for heswall buses is awful. No seating. As a disabled passenger with mobility problems this puts me of going to birkenhead because after doing a bit of shopping to stand and wait for a bus is no good for me. I have already complained with no joy.	
109			The 22 Bus from Chester no longer goes along Pensby road to Arrowe Park. Therefore no direct link to Neston. My children go to Neston High and we live in Thingwall. Cost of School bus is too much at £3 each child for a single trip. Therefore it is easier and cheaper to use a car - surely this is not right.
110	437 (West Kirby to Liverpool)	Need alternative services to eg ARROWE Park hospital. New Brighton, Hoylake etc	
111	407 (West Kirby to Liverpool)	Dirty, regularly cancelled 413 - 414 if they went through to Liverpool wouldnt have to walk half mile a day to get 407.	
112	437 (West Kirby to Liverpool)		
113	433 (New Brighton to Liverpool)	The bus I get (433) stops too early in the evening and therefore isolates a large swath of people from travelling. Buses are dirty and drivers unhelpful	
114	437 (West Kirby to Liverpool)	Bus service starts late on sunday morning, no good for shift workers who start early for work	
115	407 (West Kirby to Liverpool)	The 418 from new brighton to eastham needs reinstatement and bus services on sunday are really bad	
116	471/472 (Heswall to Liverpool)	A lot if the time busses arrive and leave bus stops very early. A late bus I can forgive and I will not miss but an early but means we miss it and can be late for work etc. With the technology now you can see where busses are so why not penalise drivers that rush through the stops early only to then sit and wait further down the route for 5-10mins because they dont want to arrive at final destination early!	
117	410 (New Brighton to Clatterbridge Hospital)	bus network is pretty good but too many supported services were cut last time	
119	432 (New Brighton to Liverpool)	The re-emergence of New Brighton is great to see but in school holidays it can be a an awful experience travelling on 432. Why can't they be increased by just 1 bus an hour during school holidays especially summer holidays. 432 is a more direct route than 433 so is usually busier. Also the bus I get each workday scheduled to arrive at 06:26 it often upto at least 5 minutes late. I have grave concerns that in future the service will terminate at Whitechapel which is useless for people travelling to work in Dale Street/Cook Street area. Also why isn't there a proper shelter at the Magazine Lane bus stop as its so bad when windy and raining (it is the worst bus stop) as you have no shelter and get soaking wet.	
120	414 (New Brighton to Woodside)	Buses to hospitals are few and far between. There is no bus service to the train station in New Brighton	
121	487 (Liverpool to Ness Gardens)	The last 487 bus to Wirral leaves Liverpool at 10.30pm, too early if attending theatre or music events in Liverpool. It means a more expensive train/taxi option for the return journey.	
122	437 (West Kirby to Liverpool)		
123	38/38A (West Kirby to Eastham Ferry)	I have a chronic condition for which I have to attend Arrowe Park Hospital on a regular basis. There is now no bus which goes to the hospital from where I live which makes it difficult to get there by public transport.	
124	437 (West Kirby to Liverpool)	There is no bus alternative from Saughall Massie to Liverpool. This would be useful as if any problems with the 437 service, those who live in the Wood Lane area could board or alight at Girtrell Road, Saughall and walk through from/to Wood Lane. Maybe possibly similar to the 471 and 472 Heswall to Liverpool services were one deviates via Irby.	

125	437 (West Kirby to Liverpool)	poor early morning services. i use the 437, i start work at 7 am and the first bus of the day departs west kirby at 6-23 am. the bus frequently departs late, therefore making me late for work. ibises need to start running earlier in the morning in my opinion.	
126	437 (West Kirby to Liverpool)	The area I live Birkenhead / Oxtan is in my opinion not served very well by the current network	
127	407 (West Kirby to Liverpool)	I wish the 407s ran in evenings and on Sundays	
128	487 (Liverpool to Ness Gardens)	Needs to run later	
129	432 (New Brighton to Liverpool)	Difficult to get to Arrowe Park since 10 bus was cancelled.	
130	471/472 (Heswall to Liverpool)		
131	410 (New Brighton to Clatterbridge Hospital)	when i visit my parents the last 495 bus home is 6pm. I work until 5pm in Liscard.	
132	410 (New Brighton to Clatterbridge Hospital)		
133	38/38A (West Kirby to Eastham Ferry)	This survey is far too binary. I travel by bus all over. For many reasons. You aren't getting a proper picture of the need for buses if you limit your survey in this manner	
134	432 (New Brighton to Liverpool)	As in frequent bus user I find it very complicated to understand what bus I should be getting on. I often find that some buses do not stop in the areas advertised. I have frequently gotten on buses that I have been informed by members of staff go in the correct direction but have ended up in the opposite place to where I wanted to be. I hate using buses and only use them in absence of Train services.	
135	433 (New Brighton to Liverpool)	Far too dear	
136	432 (New Brighton to Liverpool)	Difficult for the taller person	
137	413 (Seacombe Ferry to Woodside)	No service along Breck road and outdated services in bank holidays.	
138	492 (Birkenhead)	No. 10a running between Clatterbridge Hospital and New Brighton via Arrowe Park Hospital, Woodchurch and Oxtan is sorely missed. It was used by many who needed to get to both hospitals but also to travel to Liscard and New Brighton with its many leisure and shopping facilities. Initially it was half hourly (10 ad 10a) then dropped to hourly before it was taken off altogether.	
139	437 (West Kirby to Liverpool)	no	
140	471/472 (Heswall to Liverpool)	No direct bus to the two main hospitals or my doctors	
141	22 (West Kirby to Chester)		
142	409 (Woodside to Wallasey Village)	The bus service between the poorest families in Wallasey and Weatherhead/Mosslands is appalling. They're left at the mercy of St. Hillary's Brow when Breck Road runs right next to their schools.	
143	411 (New Brighton to Birkenhead)	Don't cut anymore in Seacombe, badly served and reduces as is	
144	410 (New Brighton to Clatterbridge Hospital)	Poulton is this badly served by public transport after 6:30 at night.	
145	22 (West Kirby to Chester)	Since the collapse of Avon bus company there are no services connecting to a train station from HESWALL to Chester. No bus services other than cross river, evenings, Sunday or Bank holiday. No travel between Heswall/ West Kirby/ Chester at these times and no success to Merseyrail	
146	433 (New Brighton to Liverpool)	433 doesn't arrive in Liverpool cook street on time and I am consistently late for work. If the 432 could go back to old timetable when it would arrive in Liverpool comfortably to start work at 7am. I have to walk a mile to a bus stop to catch the first bus into Liverpool city centre.	
147	38/38A (West Kirby to Eastham Ferry)	up to date timetables at stops would be nice along with real time running times at major stops	
148	437 (West Kirby to Liverpool)	Need a service from West Kirby like the 83/83A was so that it is not a long ordeal getting to Arrowe Park hospital	
149	471/472 (Heswall to Liverpool)		
150	41/42 (Woodchurch to Mill Park)	41 please don't mess with our service only improve it. We are cut off without this service.	
151	22 (West Kirby to Chester)	More frequent buses from Irby to West Kirby	
152	410 (New Brighton to Clatterbridge Hospital)		
153	418 (New Ferry to Birkenhead)	shocked no Sunday service as cannot get to work.no 418,413 or 414	
154	471/472 (Heswall to Liverpool)	Certain routes are every few minutes ie 437 Liverpool to west kirby whilst the 22 west kirby to chester are every hour. In heswall we have a train station we can not use as the bus that went from heswall to clatterbridge hospital going passed heswall station was taken away. The loss of this bus has made it very difficult for family's to visit relatives undergoing cancer treatment at clatterbridge and the hospicewas taken away, making it diffi	
155	471/472 (Heswall to Liverpool)	Could do with better more frequent buses to west Kirby from Irby to connect to trains	
156	410 (New Brighton to Clatterbridge Hospital)	Evening services are dire - only 432 and 410 available from home, and poor connection with Merseyrail from a part of Wirral that has no train access due to 410 not serving Hamilton Square AND not intersecting with trains from eg Chester at Birkenhead Park. Removal of services that previously ran from Seacombe via Poulton Road to Wallasey Village (and on to eg Arrowe Park, now only accessible via a circuitous, two-bus trip via Birkenhead Bus Station) effectively puts that part of Wallasey out of reach, and gives severely limited options for accessing the Four Bridges/Canning Street areas in the other direction. I would actually like to use the bus more, but the erosion of services, other than for commuting, makes it difficult to do so.	
157	437 (West Kirby to Liverpool)		
158	410 (New Brighton to Clatterbridge Hospital)	Generally ok. Weekday mornings the 410 alternates between Clatterbridge/Woodside. It would be good if the early mourning routes all went to Clatterbridge, as the buses get very crowded with school children and the buses are often delayed due to the amount of people who get on and off. On a Sunday the 410 and 433 leave New Brighton at the same time and follow the same route into Liscard, which if they where altered would give a better local service within Wallasey.	
160	1/X1 (Liverpool to Chester)	Stagecoach 41/42 never on time	
161	1A/1C (Moreton Cross Circular)	The 1 bus service during peak times only goes in one direction so you can get it to your destination but not back from it	
163	437 (West Kirby to Liverpool)	Have to come into Birkenhead to travel to hospital	
164	471/472 (Heswall to Liverpool)	Evening and Sunday services needed. Route 418 492 and 495. 418 down prenton hall road waste of time. Bring back down woodchurch road and come up by halfway house. Buses clumped together all come at once on Stanton road. Spread the times. Bring back 2 to Chester.	

165	487 (Liverpool to Ness Gardens)	Want 164 back got removed leaves pensioners stranded 464 does not run late enough want buses to run even if extended to 11.30 would be a big help same with the 487 lots of pensioners use the buses and they have changed times in the morning which means pensioners can't use their passes	
166	471/472 (Heswall to Liverpool)	Want a bus to run through prenton dell estate to bus station	
167	437 (West Kirby to Liverpool)		
168	464 (New Ferry to Liverpool)	Times more frequent	
169	17 (Eastham Rake to Moreton Cross)	After living in Saughall Massie area for over 25 years I am disappointed that there is no direct bus service to Birkenhead in order for me to get to work. As I have a disability it is causing a lot of problems having to walk up to the 12th Man in Greasby to get a 437 and then another bus to Woodside where I work. If I use the 17, a ten minute walk away from my house the timings are wrong, once an hour, and the 7.55 a.m. bus does not allow me to get to work on time as I have to jump on two other buses to get to Woodside. I also have to purchase a Merseytravel monthly ticket which is considerably more than an Arriva ticket as the 17 is run by Stagecoach. When I first moved to Saughall Massie over 25 years ago there were good bus services to Birkenhead and even Chester. They are currently building flats for elderly people sighting good bus links which is untrue as there is only one a hour and does not go into Birkenhead. Very disappointed with the bus service where I live as it does not cater for people who have to work.	
170	407 (West Kirby to Liverpool)	Ceilings too low at the back. !ore courteous driving.	
171	41/42 (Woodchurch to Mill Park)	Liverpool stop backs up in station can they be spread put	
172	16/16A (Eastham Rake to Moreton Cross)	1) Saveaways MUST be available to buy on all buses. I am restricted to Stagecoach buses today because I didn't have time to go to Bromborough station (journeys to Beington/Rock Ferry and Tranmere) 2) You MUST develop proper transport nodes and supported services (at least) must interchange. 2a) Bromborough is an example of awful interchange in the "from Birkenhead" direction with the only common stop for the 1, X1, 16, 38 and 41 services being over 100 metres from the shops. Some serious work should be done around Bromborough Cross to create a proper bus interchange while protecting the public environment. 2b) To get to Heswall from Bromborough I have to travel to Arrowe Park because the 16/17 don't connect with the 73. 2c) further work is required at Arrowe Park Hospital to ensure better interchange between buses that don't come in to the hospital grounds and those that do - preferably by requiring buses to pull into the hospital grounds I think Stagecoach has done a brilliant job with the 16/17 extension to Eastham Rake. The worst I have witnessed/observed was a bus running 20 minutes late. I've been on services when they've substituted a long wheelbase "Gold" bus (and got it around Raby Mere!!!!) for an ailing vehicle. In the past possibly even Stagecoach would have thrown people off. The 16/17 is a "proper" bus service, unlike those that tend to be run by companies with white buses imho.	
173	409 (Woodside to Wallasey Village)	Want to keep 409 as it's a vital connection for shopping and hospital appointments a lot of pensioners would be lost without out the service	
174	437 (West Kirby to Liverpool)	No direct service to woodchurch rd from Birkenhead. Need a shuttle between lpool and bhead to stop congestion in city and air quality. All services end bhead and change to shuttle.. old 83 come back as full route not partial. Takes 3 buses from greasy to heswal	
175	181 (Heswall to Arrowe Park Hospital)		
176	410 (New Brighton to Clatterbridge Hospital)		
177	437 (West Kirby to Liverpool)	Bus staff needmore training	
178	410 (New Brighton to Clatterbridge Hospital)	Times of connecting services don't marry up. No Sunday or evening services to arrows park from Bebington. Reinroduce plz. Bring back the 2 service to Chester. Services at school times exclude ordinary public as to full. Give them a school bus. Plessington and at joohn need school service.	
179	471/472 (Heswall to Liverpool)		
180	16/16A (Eastham Rake to Moreton Cross)	There is no provision of a direct service from Bebington/Spital to Croft Retail park since the demise of Avon Buses (old 84/5 routes) .	
181	487 (Liverpool to Ness Gardens)		
182	437 (West Kirby to Liverpool)	Cleaner buses, safer for when it's raining	
183	411 (New Brighton to Birkenhead)	411 needs to be more frequent at weekend esp summer. For fferry	
184	216/217 (Birkenhead)	Get rid of Arriva, monopoly merseytravel need more power, need evening and weekend services 492/495 2 hr gap between evening services need services to arrow park	
185	41/42 (Woodchurch to Mill Park)	Need to get to Tranmere from rock ferry station to church and nothing . So have to walk up big hill with Mersey park school at the top. V hard. Need a service up thrte	
186	91 (Birkenhead to Holmlands Estate)	Need a scheme like Birmingham pensioners pay a quid to travel before 9.30	
187	471/472 (Heswall to Liverpool)	Connection to arrows park hospital poor. Nwed more servicws	
188	432 (New Brighton to Liverpool)	10a replaced. Too many buses on sir Thomas st. Bring back the MAPs .	
189	492 (Birkenhead)		
190	492 (Birkenhead)	Connection to train station and a service straight into lpool from oxtan. More frequent service. 2 hourly service evening not good enough. Oxtan really poorly served.	
191	432 (New Brighton to Liverpool)	There are only 2 stops in Liverpool for the 432/433. They don't connect with stations. Irral bus services don't connect with ferries or stations. Please join up.	
192	492 (Birkenhead)	More frequent service and more variety of service. 495 492 similar route. Oxtan pooly served. Dont want to drive everywhere. Want to use bus more. Run at weekend amd later in the evening amd connect with hamilton sq amd hospitalsr	
193	492 (Birkenhead)	No link between central station railway and Birkenhead bus station, need better timings of services traveling on same route to stop buses arriving togethrr,	
194	437 (West Kirby to Liverpool)	More on time, more punctual 410	
195	471/472 (Heswall to Liverpool)	Needs a connection from prenton to oxtan in the evening midweek. Can't get a bus to get to Speke by 10am for work. Won't use Stagecoach after accident on Stagecoach. 471/472 qbn Stagecoach hold back to steal passengers instead of travelling at right time.	
196	423 (Seacombe Ferry to Liverpool)	Make more buses on time, new buses	
197	1 (Moreton Cross Circular)	No early services to Ellesmere port, no one ticket to get to Ellesmere port have to buy multiple tickets	
198	411 (New Brighton to Birkenhead)		
199	407 (West Kirby to Liverpool)	The 407 is a valuable service and must be kept as it is. I would though, like to see it extended to run during the evening as well. After 6.45 I have to take the 423 back to Moreton and this service is less frequent and takes nearly double the time.	

200	471/472 (Heswall to Liverpool)	On the buses you have got dates up to have your say and the dates are wrong and the bus needs to go back round th sanbrook in moreton of a night and the 83a back on to westkirby down overchurch rd wirral for the old people and drivers need to have a bit more respect for disabled people its hard getting around when you have to change buses all the Time	
201	432 (New Brighton to Liverpool)	6.40 432 from Wallasey to liverpool usually on time a good service.	
202	22 (West Kirby to Chester)	We need more buses from Irby to West Kirby	
203	41/42 (Woodchurch to Mill Park)	No access to hospitals	
204	407 (West Kirby to Liverpool)	Services 407 & 38 serve the same destination to Birkenhead & West Kirby but arrive at stops 2 minutes apart.The buses would be more effective is the timings were more apart.	
205	Other (please specify)	There's no early morning bus services before 6am	
206	1/X1 (Liverpool to Chester)		
207	437 (West Kirby to Liverpool)	The 437s are not reliable at all and turn up when they feel like. The evening rush hour service is the worst with at least 1 bus missed out each night and sometimes waiting over 30 mins for a bus that's supposed to arrive every 10 minutes! And when it does turn up it's a single decker which is chaos. The morning service is just as bad!! The 79 service in Liverpool is also not reliable and the road works around brownlow hill make it impossible to know from 1 week to the next where you are supposed to get on and off the bus. The drivers will also often drive passed you at the stop whilst you are waiting causing more delays! The 17 service to and from Anfield on match days doesn't restart passed Anfield when it's supposed to meaning a massive wait, often in the dark, once I have finished working a match. You simply cannot rely on the services to get you to where you need to go on time without adding at least a 45/60 minute additional travel time which is just an inconvenience. The service is expensive enough and should be reliable. You want to aid with congestion and pollution but with such an unreliable service people are resorting to using cars again if they have to be somewhere at a specific time.	
208	437 (West Kirby to Liverpool)		
209	410 (New Brighton to Clatterbridge Hospital)		
210	410 (New Brighton to Clatterbridge Hospital)	411 re-routing was a bad idea particularly with the building of another complex on the dock road which will mean a whole community not having a bus service in the immediate location	
211	471/472 (Heswall to Liverpool)	73 doesn't serve Heswall station, More buses to lino to Heswall station	
212	81 (West Kirby to Arrowe Park Hospital)	Evening service is poor, not a regular enough service on Heswall, Hoylake and West Kirby route. 22 is only once an hour and so is the 81. Need to increase frequency. Banks have closed and we have to get to Heswall. Space buses better..	
213	437 (West Kirby to Liverpool)	My partner and I are retired and are giving up the use of a car. We use public transport (buses, Merseyrail, occasional taxis, rarely ferries) to get to healthcare appointments, shops, adult education sessions, and cultural and leisure activities. We use the services in evenings and at weekends, including Sundays. We travel regularly to West Kirby, Birkenhead and Liverpool on the 437 route, and to Hoylake and Port Sunlight on the 38 route. We use other routes as well, and combine bus and train journeys (e.g., bus to Birkenhead Park station, train to Liverpool). We benefit greatly from our Merseytravel passes and would not object to paying an annual fee towards the cost of the concessionary services. We think the services are generally reliable and frequent and would not wish to see any significant diminution in service provision.	
214	471/472 (Heswall to Liverpool)	Should be promoted more as travel by bus is pleasant and drivers are good. Need real time information at stops.	
215	174 (Heswall)	Join up 174 to Liverpool buses more frequently and start 174 a bit earlier	
216	471/472 (Heswall to Liverpool)	Bus is often late so drivers go too fast to make up time. Don't give passengers time to sit.	
217	437 (West Kirby to Liverpool)	Keep 437 as it is an excellent service	
218	73 (Heswall to Poulton Lancelyn)	linics at Clatterbridge but have no option but to use taxis as there is no bus service. The bus option takes an hour.	
219	22 (West Kirby to Chester)	We have heard the 22 is being withdrawn which would cut off whole communities. We need this service.	
220	471/472 (Heswall to Liverpool)	181 is a good service. 22 should serve arrowe park hosp.	
221	22 (West Kirby to Chester)	22 timetable takes 12 mins longer coming back from West kirkby to Heswall than it does going. No late services any longer. Only good service is direct to Liverpool. Difficult to get to Clatterbridge, or other locations across wirral. No connection to Heswall station.	
222	22 (West Kirby to Chester)	Concerns about losing service. Only means of connecting with friends and family. Would be isolated if service is lost.	
223	471/472 (Heswall to Liverpool)	Bus stop is exposed and buses not always punctual other than that 471 is a good route	
224	413 (Seacombe Ferry to Woodside)		
225	22 (West Kirby to Chester)	Changes to 22 mean customer has to walk to Irby Rd to catch bus, use 22 to go to West kirkby and Chester.	
226	471/472 (Heswall to Liverpool)	471 is excellent.	
227	181 (Heswall to Arrowe Park Hospital)	Keep the 181 aso it is a vital link for our community. 472 is excellent	
228	418 (New Ferry to Birkenhead)	I start work at 9.45 at Arrowe Park Hospital . Monday to Saturday, my last direct bus gets me there at 18.45. After a day shift, which finishes at 20.15, I have to get 2 buses home, to the bus station , then Bebington. On a Sunday there is no direct bus to Arrowe Park - it takes me well over an hour to get home, get to work - this reduces available time to sleep between shifts. This also impacts evening visitors to the hospital who do not drive. The government want people to use public transport more but the providers are making this impossible at times for people to co-operate and when these changes were made, staff and visitors were not taken into consideration.	
229	410 (New Brighton to Clatterbridge Hospital)	Current bus services are poor where I live, no direct services to Arrowe Park Hospital. A bus number 408 was a great service that run along my road, so useful to get to work, Birkenhead and Wallasey but has been finished. Lack of buses working at unsocial times early mornings and evenings and Sundays....	



230	471/472 (Heswall to Liverpool)	I am looking at moving area shortly but due to there not being direct bus services from Greasby, Saughall Massie or the Townfield Road area of Moreton to Arrowe Park Hospital this is limiting my search area. Arrowe Park Hospital is a vital location on the Wirral for patients and staff to have direct bus links to on a regular basis enabling the reduction of car usage within the area. Bus services should be available within 1/2-3/4 mile from all areas to enable patients / staff easy access to Arrowe Park Hospital	
231	22 (West Kirby to Chester)	If ino eased frequency of 22 bus then it would be used more	
232	22 (West Kirby to Chester)	The 22 arrives anytime	
233	471/472 (Heswall to Liverpool)		
234	22 (West Kirby to Chester)	There is no 22 on Sundays. Many people use it for work but can't get there . Also evenings . Many people work in pubs and bars so work evening and weekends. Also no service from Heswall to Clatterbridge.	
235	22 (West Kirby to Chester)	22 doesn't go directly to hospital making it a very long journey for those with bladder problems as they have to change	
236	22 (West Kirby to Chester)	Can the 22 run later from Chester particularly in the summer and the same from West kirby. Clatter bridge now poorly served since Avon went bust , 3 services have gone and not directly replaced.	
237	464 (New Ferry to Liverpool)	Buses are fine as they are	
238	22 (West Kirby to Chester)	The service needs to be more frequent between Heswall and West kirby to link up with trains and shops. 22 should be more frequent or smaller shuttle buses to encourage users	
239	38/38A (West Kirby to Eastham Ferry)	No buses running direct from Hoylake and Meols to Arrowe Park and Clatter bridge no use to an aging population	
240	73 (Heswall to Poulton Lancelyn)		
241	471/472 (Heswall to Liverpool)	471 / 472 service between Prenton and Liverpool seems to run at random intervals - is there any data to confirm or deny this? Digital displays are also unreliable.	
242	437 (West Kirby to Liverpool)	There is a sad lack of information easily accessible for bus network users to plan their journeys. A real-time system supported by an app, such as that in use in Brighton should be the objective where bus stops have displays of which bus will be next to arrive, when it will arrive and which destinations they go to.	
243	437 (West Kirby to Liverpool)	Please start a service earlier than 6:45. The bus is very busy this time in the morning and would be great if a 6:15 437 ran. Also punctuality coming home from Liverpool is very bad with an abundance of 432/433 new Brighton buses compared to barely any 437 which is always very busy.	
244	437 (West Kirby to Liverpool)	437 service at peak morning times is very often delayed and overcrowded; this service is poor considering the cost of even a seasonal ticket. In our area we have no direct access at all by bus to health services: Arrowe Park and Clatterbridge hospitals. As many routes have been withdrawn (numbers 10 and 12) operated by Avon buses there is no alternative but to travel on 2 or even 3 services to appointments. Our access to Chester is also hampered by an excessively lengthy journey time by bus of approximately an hour and a half; why is there not an express service, not stopping at Chester Zoo, Cheshire Oaks or Ellesmere Port for shoppers and students?Overall services are poor, overpriced and buses not even clean: if I were able to travel by any other means I would. Most seriously is the witnessing of antisocial behaviour on 437 buses throughout the day but especially evenings.	
245	433 (New Brighton to Liverpool)		
246	1/X1 (Liverpool to Chester)	Last bus is too early on the weekend. The Christmas X1 timetable was unacceptable. Normal working days the first bus was too late for the majority of people to make it to work on time. Very disappointing as other arrangements had to be made. The timetable was also not clearly communicated, a normal service would have been expected on 2nd/3rd January and pre Christmas day.	
247	437 (West Kirby to Liverpool)	Could Liverpool to Chester X1 express stop once in Birkenhead ie Cammel Lairds/Shopping park.The 1 bus journey alternative is too lengthy..CouldC22 West Kirby to Chester not add on 15 minutes doing a round tour of Neston side streets making it a lengthy,tiring journey-it does not tour West Kirby or Heswall side streets where local circular buses do this job. Also it is very difficult to get to Cheshire Oaks making it a 4 hour plus round journey from West Kirby.An express bus calling at Arrowe Park and Clatterbridge Hospitals then onto Bromborough andChesjire Oaks shopping centres(2 hourly?)would benefit patients and Shoppers.	
248	433 (New Brighton to Liverpool)	433 bus service needs to run later on both weekdays and weekends	
249	471/472 (Heswall to Liverpool)	Oxton connectivity poor	
250	1/X1 (Liverpool to Chester)	Changes to timing or entire services need to be communicated much better. Changes (that generally reduce frequency and remove services) make buses less useful for travel to work, since you have to get up earlier or arrive home later. The electronic timetables in some bus-shelters are aspirational rather than reality. If a bus has not arrived, it simply drops off the list. Surely real arrival times could be shown (as in London)? This would be much more useful, especially when buses are delayed. The timetables shown in bus shelters are very sketchy and not helpful if you do not know the area well. A map would be really useful. Having electronic payment available is really good. The adverts in buses are very different from those in Mersey rail trains; can't you make an effort to sell the space to more positive companies, and have interesting adverts for Merseytravel services and events round the network?	
251	464 (New Ferry to Liverpool)	We have no buses of a night time and we are always having to get taxis as there is no buses that go to mine after 6	
252	437 (West Kirby to Liverpool)	family who live in Poulton Road, Wallasey miss the service 403. No direct connection with Arrowe Park Hospital anymore. The two buses to New Brighton on a Sunday from Birkenhead are due within 5 minutes of each other and buses don't serve Woodside of an evening and Sundays.	
253	432 (New Brighton to Liverpool)	433/432 services commence at 0616 & 0623 but should start at a much earlier time to enable early shift workers to make onward connections over in Liverpool Merseytravel do not seem to recognize that UK work patterns have changed and that customers timetable needs are not being met. Also Trio tickets only available monthly/annually when many work contracts are on a rolling 3-monthly basis + the scrapping of the off-peak annual tickets was disgraceful (on poor take up basis - so what? it wouldn't cost any more admin wise, but no you'd rather socially isolate those people to which it was a godsend)	

254	414 (New Brighton to Woodside)	I think the current network suffers from being run by short-termist private operators who think that cutting services is the answer to every question. They do not seem to grasp the concept of network effects, in that the more you chip away at the service provided the less useful overall it becomes, and the fewer passengers are likely to use it. For an example of what can be done in a region comparable to Wirral, look at East Lothian outside Edinburgh. After a failing private sector firm pulled out entirely in 2016, a public sector operator (East Coast Buses) took over and have greatly increased increased passenger journeys with an improved service, whereas journeys had previously been in decline for years. A couple of specific gripes: Evening services are inadequate, with multiple Wirral routes stopping for the night around 6 pm and low frequencies on other routes, making getting a bus home late evening a slow process often with long waits for connections. This isn't likely to tempt anyone out of their car. The lack of any night buses (or trains) between Liverpool and Wirral is also poor, leaving no option but an expensive cab ride during the night. Poor timekeeping from mid to late afternoon is also a problem on the 413/414 corridor that I use for daily commuting. Buses are often 10-20 minutes late, which suggests that a more realistic timetable is needed. Maintenance of bus stops could also be improved, with lights not working for many months being an example.	
255	418 (New Ferry to Birkenhead)	418 mon to sat only 2 an hour no service on Sunday	
256	38/38A (West Kirby to Eastham Ferry)		
257	471/472 (Heswall to Liverpool)	91 service is also very valuable	
258	418 (New Ferry to Birkenhead)	The loss of the 83 service West Kirby Birkenhead has caused great inconvenience to many along its route	
259	432 (New Brighton to Liverpool)	Lack of close connection of 432/33 service with Lime Street station - one has to cross 4 busy roads with your case(s) to access trains to rest of country & Liverpool airport. Lack of connectivity by bus (or rail for that matter) from New Brighton with health services at St Catherine's outpatients where they hold breast cancer check-ups and podiatry services - one has to change buses at Birkenhead then either walk up very very steep hills from the 410 bus-stop in Tranmere to get to hospital or wait 30+ minutes to catch bus from hospital to Birkenhead bus-station in order to wait a further 10-20 minutes for a 410. Very slow journey north-south Wirral especially between New Brighton and shopping & leisure facilities at New Ferry/Port Sunlight for Farmers market, garden centre & Lady Lever Art Gallery/Port Sunlight Heritage centre. The time by 410 bus is never less than 50 minutes on the bus having possibly waited up to 20 minutes to catch it, for a journey that by car takes about 20-25 minutes max. The return journey by bus can take up 2hrs 20 minutes, which is two thirds of a morning, before you've even done any shopping or visited an exhibition.	
260	433 (New Brighton to Liverpool)		
261	464 (New Ferry to Liverpool)	464 Service is extremely unreliable. I am aware that for several months' while there were roadworks in Liverpool, that the bus was not supposed to be stopping at Cook Street in Liverpool, but sometimes it did and sometimes it didn't. When I contacted Merseytravel to ask when the bus would properly recommence picking up at Cook Street, I was given two completely different answers. The driver seems to pick and choose whether they pick up at this stop, and what time they depart. I often get to the stop 5 to 10 minutes prior to it's supposed departure, to see it driving off (empty) or to find it has left or not turned up at all. I paid a significant amount of money for an annual pass, based solely on the fact that I wanted to use this service but it is completely unreliable and I will go back to using my car and the train as soon as my pass expires.	
262	41/42 (Woodchurch to Mill Park)	16 and 17 are vital links for my hospital appointments	
263	410 (New Brighton to Clatterbridge Hospital)	There is considerable demand to have the 164 reinstated in the evenings - cannot get back in Bebington direction after a night out around the Woodside area.	
264	22 (West Kirby to Chester)	There is now only 1 bus per hour to Heswall from West Kirby and vice versa and no evening service. Very difficult to get to Heswall of an evening. No longer a direct route to Arrowe Park Hospital from Greenbank Road. Going up Black Horse Hill from West Kirby to Hilbre School may be quicker for the bus company but not good for people on the regular bus route. Stagecoach drivers are lovely and helpful but most Arriva drivers could do with a customer courtesy course.	
266	1/X1 (Liverpool to Chester)	Sick of constant driver changes at Rock Ferry esp peak times. People just want to get to/from work	
267	437 (West Kirby to Liverpool)	The arriva 492 and 418 buses will often use the smaller buses with a whole side at the front taken up by a luggage rack. This leaves only one space for buggies and wheelchairs. As these services are only every half hour this can causes long wait time if you are unable to board due to lack of space. This could easily be avoided by running the buses with 2 spaces for peaks and wheelchairs. I've never seen anybody use the incredibly large luggage rack.	
268	1/X1 (Liverpool to Chester)		
269	432 (New Brighton to Liverpool)		
270	22 (West Kirby to Chester)	Connectivity is key. Where no through bus runs, key 'connection points' need to exist. Not every bus can go everywhere, but no residence should be more than 10 minutes walk from a service that runs at least every half hour.	
271	437 (West Kirby to Liverpool)	none	
272	432 (New Brighton to Liverpool)	When Arriva's double decker buses are used for rail replacement services, single decker buses are used on the cross river services I use to get to work. This is incredibly frustrating at rush hour, resulting in uncomfortably busy services. On occasions the bus hasn't stopped at all because it's too full. It seems wrong that paying bus passengers are the ones who end up suffering - I feel improvements could be made in this area. More New Brighton services at peak hour would also be very welcome. It's a good service overall but it's also frustrating when drivers miss out the first stop on Cook Street/North John Street and go straight to the Met Quarter - you can see it happening on the app.	
273	41/42 (Woodchurch to Mill Park)		

274	437 (West Kirby to Liverpool)	Bus travel is not cheaper than using the car, it should be but it isn't. It is getting more expensive to travel by bus. Flat fares seem fine if you are travelling medium to long distances but using the same fare to travel a short distance seems unfair to those of us who pay for our journeys. For example last year I saw a young man using crutches stop a bus in Seacombe and he wanted to only go three stops but the fare of £2.30 which is very steep so he declined and struggled on. The bus service that day failed that young man. If you have a pass and you were on crutches, it would have been no problem. Merseytravel should have more control over service changes. Private companies running bus services shouldn't be able to stop services. Franchising would encourage companies to keep to a service for a set period of time. There shouldn't be so many bus timetable changes forcing you to republish timetables. The 437 is an excellent route most of the time but it is a nuisance when one bus catches another one up. By the time they get to Frankby Road, they can often be together, meaning if you miss one, you miss two and end up waiting for 20 minutes which is not pleasant in cold weather. The allocation of passes for those with mental health issues seems to be unfair. I have a problem at the moment but don't qualify for a pass, whereas other people I know with similar conditions have a pass that lasts a few years and covers the whole of Merseyside. It seems as though it depends on who you talk to. The 82 should go anticlockwise early in the morning to benefit any child wanting to go from West Kirby or Caldby to Calday Grange Grammar School.	
275	410 (New Brighton to Clatterbridge Hospital)	I think the bus service on Wirral is generally very good and pretty much always on time. the services I use most often (evenings and weekends) are 410 and 432 and have had no issues	
276	411 (New Brighton to Birkenhead)		
277	423 (Seacombe Ferry to Liverpool)		
278	471/472 (Heswall to Liverpool)	Have to get several buses to get to various places such as Clatter bridge, Chester and Meols areas. Stop changing bus routes all the time. Too many places are not accessible by bus that were previously.	
279	414 (New Brighton to Woodside)	Would use the bus more if the information on merseytravel website was accurate and easy to use.	
280	492 (Birkenhead)	Bus service is very poor .Would willingly contribute a small amount for pass to improve business services	
281	216/217 (Birkenhead)	been any bus stop near by. A temp stop appeared last week. Is this staying. How do you expect people to catch the bus if there's no stop or they are not aware of the service.	
282	471/472 (Heswall to Liverpool)	West Wirral has no train stations near Irby Glenwood Drive therefore we are dependent for public transport to Birkenhead and Liverpool solely on one bus the 471.This is supposed to run every 20 mins at peak times and on Sundays and Bank Holidays sometimes one an hour, sometimes one every 30 mins.If one bus is taken off I frequently wait in excess of one hour to travel from Irby anywhere. Stagecoach frequently takes buses off and does not publish a phone number for complaints to be made. Arriva is not as bad. I cannot use the bus to get to work as the 471 no longer connects to a train station so I cannot transfer easily to a train. This is not a co-ordinated public transport system. If a bus cannot run why can't a 437 be taken off instead of a 471? 437's run every few minutes and the gap would not be so long. NO-ONE CAN ever ANSWER THIS QUESTION. August Bank Holiday 2019 -no bus for 2 hours. I am forced into my car when I should be using public transport.	
283	407 (West Kirby to Liverpool)	Route of 407 has been changed making it a long walk for people in the Burden Rd area Moreton	
284	418 (New Ferry to Birkenhead)	Main problem is service finishes too early. Oftenot have late hospital appointments but service goes to every hour after 6pm. Means I have to walk half a mile home which is difficult with mobility issues	
285	423 (Seacombe Ferry to Liverpool)	The 423 does not start early enough on Sundated for hospital workers to use it.	
286	464 (New Ferry to Liverpool)	Keep the regular buses that come through Borough road as they are needed and well used	
287	22 (West Kirby to Chester)	22 is a very useful service , particularly to connect as Heswall to get to ArrowePark Hospital . Could times be hourly at a set time past the hour and extend times earlier, later and all weekend. Evening service on a Saturday from West Kirby used to be well used.	
288	22 (West Kirby to Chester)	Moving to West Kirby and there is no regular bus to enable staff to get from this area to work at the hospital	
289	413 (Seacombe Ferry to Woodside)	Services to Liverpool are good but there should be a replacement 10 service through Woodchurch, liscard and New Brighton.	
290	418 (New Ferry to Birkenhead)	There is no Sunday service on 118 so have to use taxis or rely on friends. Also no service after 6.30 that serves arrowe park .	
291	22 (West Kirby to Chester)	22 is well used and should be regular . Lack of Sunday service and no evening service	
292	471/472 (Heswall to Liverpool)	471 472 is never on time and particularly bad around 5pm from Arrowe Park Hospital . Making travelling to and from work very difficult. Cost has gone up and allowing on bus tops has made delays worse . Perhaps rethink that decision. Sometimes 3 turn up at once. Better air conditioning on buses. Thing wall is poorly served by buses	
293	418 (New Ferry to Birkenhead)	418 no serves Bromborough or Mill Park. No direct service to hospital. Evening buses finish too early. Can't visit people in the evening at the hospital. Reinstate service to Mill Park	
294	487 (Liverpool to Ness Gardens)	The 487 bus hasn't been the most reliable of services. I use Arriva to travel to places with my pass from College. One of which being to travel to college. The service is often late as time given to get around places isn't enough for the buses especially at peak times. Also there has been issues with this bus in the past were the bus is so full it had to drive past me meaning I was stuck in getting to college. I think there should be an extra bus put in place for peak times like mornings and evenings when it's going to be busy.	
295	487 (Liverpool to Ness Gardens)	The 487 bus hasn't been the most reliable of services. I use Arriva to travel to places with my pass from College. One of which being to travel to college. The service is often late as time given to get around places isn't enough for the buses especially at peak times. Also there has been issues with this bus in the past were the bus is so full it had to drive past me meaning I was stuck in getting to college. I think there should be an extra bus put in place for peak times like mornings and evenings when it's going to be busy.	

296	414 (New Brighton to Woodside)	Service changes to Arrowe Park have meant myself and many others now have no evening service directly home. Have to get more than one bus. Should be more evening services and direct buses. No evening direct buses to West Kirby and New Brighton and also New Ferry. Hospital poorly served Sunday particularly for people trying to get to work. Need to put more buses on to encourage higher usage.	
297	41/42 (Woodchurch to Mill Park)	41/42 buses are not fit for service. Drivers are reporting for work but vehicles are not available. Buses are continually missed out. 38 service has been changed and no longer serve Mill Park 62	
298	414 (New Brighton to Woodside)	Why don't the 413 and 414 use the same stop at Arrowe hospital. You used to have a choice of both buses but now don't	
299	38/38A (West Kirby to Eastham Ferry)		
300	16/16A (Eastham Rake to Moreton Cross)	We have no bus service after 530 in the week and none on a Sunday on the Norwich Drive estate in Upton.	
301	81 (West Kirby to Arrowe Park Hospital)	There are no services from/to West Kirby to Arrowe Park Hospital in the evening. None on a Sunday either. Similar problem to Clatterbridge I have to travel from West Kirby via Birkenhead.	
302	81 (West Kirby to Arrowe Park Hospital)	Evening service is poor, not a regular enough service on Heswall, Hoylake and West Kirby route. 22 is only once an hour and so is the 81. Need to increase frequency. Banks have closed and we have to get to Heswall. Space buses better..	
303	471/472 (Heswall to Liverpool)	Bus network not great in Kirby unless travelling to Liverpool. 22 bus between Heswall and West Kirby stops before 9pm on weekend.	
304	437 (West Kirby to Liverpool)	There is no direct service from Greasby to Arrowe Park.	
305	413 (Seacombe Ferry to Woodside)	No service from Upton to Woodchurch for leisure centre. Woodchurch village poorly served. People struggling to get out of Woodchurch estate. No evening service direct from Upton area. Also reroute 414 around Kirkwall into Mount Rd and down to New Brighton instead of Magazine Lane. Explore route through Woodchurch to Upton to Moreton down Manor Drive, especially now new housesite built on Manor Drive. Moreton circulars too long for anyone to use so therefore pointless.	
306	437 (West Kirby to Liverpool)	Had to give up volunteering at hospital when we lost 10 service. Now have to get two buses, it is no longer viable to volunteer.	
307	407 (West Kirby to Liverpool)	I use the buses occasionally as there frequent services where I live, but in general I mainly use the train as it is quicker getting train to work in Liverpool than it is by bus	
308	418 (New Ferry to Birkenhead)	Lost 83a and 91 and now have 418 but not very good as it takes too long. Evening 41a has also been lost and the community is elderly and in supported living	
309	433 (New Brighton to Liverpool)		
310	437 (West Kirby to Liverpool)	would prefer that the 437 continue using Cooke Street after 9pm, up to and including the last service because it is a long walk to get to Sir Thomas Street, and more difficult during winter in bad weather.	
311	471/472 (Heswall to Liverpool)	413/414	
312	471/472 (Heswall to Liverpool)	Removal of stops of Victoria Street makes people have to walk further from Lime St to join cross river bus services from Sir Thomas Street	
313	410 (New Brighton to Clatterbridge Hospital)	Get Seacombe line back up again buses really great and reliable in this queue	
314	433 (New Brighton to Liverpool)	Allow pensions on at 9.15.	
315	410 (New Brighton to Clatterbridge Hospital)	Arriva lie in relation to buses when you ring up they say the bus has turned up when being stood at the stop so know it hasn't no buses shelter Torrington road	
316	433 (New Brighton to Liverpool)	Can 414 be diverted up Earleston Road in to Kirkwall across to Mount Rd. Then turn right to Hamilton Rd left to Dudley Rd right to Albion St left to Victoria then left at lights on to prom. To take in sheltered accommodation. Loads of elderly. Since Avon gone feel excluded. 432 and 414 doing same route to prom. Diverted one to cover area no service	
317	413 (Seacombe Ferry to Woodside)	More night time services Poulton Rd to go towards Liscard. From wa	
318	433 (New Brighton to Liverpool)	Need a service up Albion Rd New Brighton, Victoria Rd and Mount Rd. No buses and pensioners need to get taxis back to get shopping. Costs £6 a day to get from Liscard to meadow at where lady lives cos no bus and can't walk up the hill. The hills real	
319	433 (New Brighton to Liverpool)	No Poulton after 6pm or 5pm on a Sunday, bring 403 back	
320	433 (New Brighton to Liverpool)	433 gets taken off regularly, bring 403 back,	
321	433 (New Brighton to Liverpool)	Have to get 2 buses to Arrows Park and Clatterbridge. Need a direct bus from Poulton Rd. Before Gorse Lane	
322	432 (New Brighton to Liverpool)	Can't get to Arrows Park Hospital. Also no buses on Hamilton Rd Albion Rd. Diverted 414 to cover. Real issues for old with hills. I have to get taxi	
323	413 (Seacombe Ferry to Woodside)	The 413 runs from Liscard to Moreton on an early morning approx am but not the other way around so means I have to wake to work as first bus is 7.30 by 7	
324	432 (New Brighton to Liverpool)	If want to travel to Moreton from Woodstock Road, have to travel to Liverpool first,	
325	410 (New Brighton to Clatterbridge Hospital)	More buses more routes which have loads been taken away no connections have to get 2 or 3 buses 118 119	
326	432 (New Brighton to Liverpool)	Diverted 414 down Hamilton Road and that area as no services. Hill is bad	
327	471/472 (Heswall to Liverpool)		
328	433 (New Brighton to Liverpool)	Need to get 2 buses for Arrows Park. Had to cancel appointments as 433 didn't turn up. 414 and 41£ go together. Can they be split to give Poulton Road to give a second service. Diverted to Poulton Road.	
329	413 (Seacombe Ferry to Woodside)	The 106 needs reinstating which used to come down Mill Lane which allowed them to get to Mill Lane Hospital and now it's a 1 mile walk to get to the bus stop to get to the hospital and now they have to get taxis	
330	Other (please specify)	Buses too infrequent to use. Have to drive or get taxi no choice. One an hour not good enough. Saughall Massey Upton area. If services were there would use them. Needed for work but have to rely on car	
331	413 (Seacombe Ferry to Woodside)	1 service pit in to cover about 4 services but not working. Leasowe station should be coming in. They do it more now. Bring back time tables as no access to computer. Have to go to Queen Square for them. Need back in Birkenhead.	
332	410 (New Brighton to Clatterbridge Hospital)	To be able to use train service reroute 414 to go from, the prompt past Pavilion up Vic Rd to station then on Albion Road and on to DUTley and on to library to Liscard via walk in centre Mill Lane.	
333	414 (New Brighton to Woodside)	410 every other bus to go past Asda and up Mount Road/Seaview Road to give more options, 414 432 need more services,	

334	432 (New Brighton to Liverpool)	New Brighton services all follow same route can we split them up and one follow old 10 a route. Can tunnel services go to lime st. Hard being disabled. Just one to lime st. 413 414 split to serve town meadow Lane and sandbrook estate.one down reeds Lane and one to leasowe as usual. 464 increase frequency for match day. To get to than merely have to come to lpool to get to tranmere. 22 start from Moreton again. 408 parts of Wallasey no service. Bring back 408 409. 106 107 needs simplifying. Gerrard Rd need evening service to bhead. All but 1 Wallasey service comes to liscard and not much in liscard now. 41 42 extend to arrowe park. Bring back impera routes. Old operator.freshenow up network.	
335	487 (Liverpool to Ness Gardens)	Does not serve the rural community	
336	433 (New Brighton to Liverpool)	433 extend to seacombe ferry and extend hours coming g back from lpool. Cos 432 chocka.	
337	411 (New Brighton to Birkenhead)	411 doesn't always turn up. Need direct bus new Brighton to West Kirby.	
338	414 (New Brighton to Woodside)	More capacity on the 413/414 need more double decker,	
339	433 (New Brighton to Liverpool)	433 often fails to operate. Last services in particular. Often happens. Stuck of a night no service. Need a night service. Want 403 back. Want 124 back. u	
340	432 (New Brighton to Liverpool)	More bus options to reach outerror wirral from liscard having to travel into Birkenhead first takes too long	
341	411 (New Brighton to Birkenhead)	Bus over crowded in rush hour. Takes too long to get thru the tunnel. Can we have a Wirral only ticket cheaper than liverpool	
342	22 (West Kirby to Chester)		
343	413 (Seacombe Ferry to Woodside)		
344	413 (Seacombe Ferry to Woodside)	413 414 never on time . Need more services weekends	
345	433 (New Brighton to Liverpool)	Cleaner buses	
346	17 (Eastham Rake to Moreton Cross)		
347	414 (New Brighton to Woodside)	We need an integrated transport policy for Merseyside. The buses I have been on have been good but it's illogical to have bus service provision based on whether they are profitable or receive sufficient subsidy. There should be an integrated transport policy for the Mersey Region similar to London.	
348	432 (New Brighton to Liverpool)	Bus 414 needs to be re-routed to access New Brighton Station, the Floral Pavilion Theatre, the Victoria Quarter, Prescot Street/Mount Road residential area, Wallasey Central Library, Wallasey Walk-in NHS Centre before it resumes its present route to Wallasey Village, Lease, Moreton, Upton, Arrowe Park Hospital to Birkenhead. The roads are hilly in New Brighton and these are pivotal places that visitors and residents need access to.	
349	22 (West Kirby to Chester)	The 22 finishes too early, with the last bus from Chester 16:30, if you want more people to use it, the last 22 should be at least 19:30 from Chester, this route is also too infrequent and if missed a you face a long wait for the next one, perhaps a 30 minute service would increase passenger numbers.	
350	410 (New Brighton to Clatterbridge Hospital)	Could be better if they ran on time	
351	433 (New Brighton to Liverpool)	The 433 could do with running into the night past 1800 until 2359 with a change of route Liverpool, tunnel,LEFT TO WALLASEY DOCK ROAD, TO SEACOMBE FERRY, THEN 409 ROUTE TO LISCARD, THEN BACK ON NORMAL ROUTE.	
352	Other (please specify)	The times of the Happy Als 672 service have changed since Christmas. It is now appalling. Klds have been given detention en masse for being late because of the poor bus service. Parents are now having to drive to the school instead.	
353	437 (West Kirby to Liverpool)	Day time services are good, but services for the evening and Sundays are not. There is no connectivity between Greasby and Heswall in the evening, it takes 3 buses not 1. 437, 423 & 471/2	
354	81 (West Kirby to Arrowe Park Hospital)	The service from West Kirkby to Arrowe Park Hosp and Clatterbridge hosp is appalling. Nothng in the evening or on Sundays. Wirral trains are great and bus services are good if you want to get to Liverpool & back. If you need to get across Wirral its terrible.	
355	432 (New Brighton to Liverpool)	Buses no longer go along Mount Riad Wallasey which is really inconvenient. Can no longer use them for shopping as it is too far to carry shopping	
356			A night service would be useful
357	437 (West Kirby to Liverpool)	Although the bus route I use most frequently (437) is very convenient for me I find that it is an expensive option compared to both car and train. I would prefer to use the train but this is not feasible for most of my journeys. The price of a relatively short journey is high compared to longer ones thus making use of cars more likely for these shorter journeys. This impacts negatively on both our environment and our local traders. For example, a journey to Birkenhead costs the same as a journey to Liverpool which makes visiting facilities in Birkenhead far less attractive and thus they have become unsustainable. Journeys to other areas within Wirral are far more complicated e.g. a journey from Upton to Heswall necessitates (when I last tried) 4 different buses, similarly for other areas.	
358	432 (New Brighton to Liverpool)	Smaller busses "Bounce" around too much you cannot read because you are shaking too much, very annoying on longer journeys, Double deckers do not have this issue.	
359	492 (Birkenhead)	Reintroduce a full evening service on routes 492 and 495 and introduce extra evening services on route 418. It's absolutely ridiculous how the likes of Beechwood had 6 buses per hour evening and sundays up until September 2017. To now the poor excuse of a timetable that is available for such a large housing estate.	
360	418 (New Ferry to Birkenhead)	Re-Introduce the 118, it's disgraceful that I can no longer get a bus home from work and can no longer get a bus to work of a Sunday as the 118/119 and 492/495 have all been withdrawn. As I work in the local hospital it's appalling that me and man many colleagues have no way of getting home and some of us have to walk over 30 minutes to now get home. This needs sorting	
361	216/217 (Birkenhead)	Both the 216 and 418 operate within a few minutes of each other of a morning and Saturday, which is very frustrating as they follow the exact same route from Arrowe Park hospital to Birkenhead via Beechwood. The more annoying part is that BOTH of these services are funded by Merseytravel and apparently you can't find funding for a proper evening and Sunday service for Beechwood and Noctorum. My suggestion is to take away the the funding from either one of these services and use that funding to introduce extra evening services. I find it so pointless having two fully funded services following each other within 5 minutes going the exact same route.	
362	1A/1C (Moreton Cross Circular)		

363	437 (West Kirby to Liverpool)	Reroute evening and Sunday journeys once per hour to serve Beechwood estate and renumber the service 437A. This can easily be done by serving boundary road. Very frequently myself and others have to get off at Upton Road and have to walk 15-20 minutes to get home. There have been times when the service has been diverted via Beechwood and drivers will not let you off when they do.	
364	413 (Seacombe Ferry to Woodside)		
365	418 (New Ferry to Birkenhead)	Undo the damage of the 2017 bus review. We need the 418/419/118/119 back.	
366			
367	437 (West Kirby to Liverpool)	437 service is great but other bus services through village are infrequent and take forever to get to useful destinations.	
368	411 (New Brighton to Birkenhead)	Night buses are essential and were supposed to be guaranteed when night ferries ended many years ago	
369	433 (New Brighton to Liverpool)	Simply getting home from New Brighton and Liverpool after 7 is useless	
370	413 (Seacombe Ferry to Woodside)	Buses are not usually on time and very expensive compared to rail travel	
371	73 (Heswall to Poulton Lancelyn)	Too many links have been cut. Heswall is no longer connected to Clatterbridge Hospital, West Kirby and Heswall are no longer connected on Sundays ect. There is also no link from Woodchurch and Noctorum Estates into Arrowe Park Hospital. These things need to be addressed.	
372	492 (Birkenhead)		
373	432 (New Brighton to Liverpool)	When MPTE (now Merseytravel) was formed it was directed to provide an Integrated Passenger Travel System. this it did with Bus /Rail feeder services and Bus/ rail interchanges. Unfortunately these did not survive the Privatisation of Bus Services. I notice that Merseytravel is warming towards the idea of Buses connecting with Trains. So i would suggest that service 409 should terminate in the forecourt of Grove Road Station where it could be scheduled to make excellent connections with Trains to or from Liverpool. This would mean missing the stop at Wallasey Village but that is at present served by Routes 413/414 providing alternatives to Liscard or Seacombe. More radically could all New Brighton services pass New Brighton Station. A slightly longer route but not inconveniencing any Passengers. Atherton Street is steep but modern Buses should be able to use it.	
374	437 (West Kirby to Liverpool)	437 service in particular. Clearly there are bus stops where the driver has to wait to keep to the timetable. However, after Greasby, the 'race is on' to get to West Kirby station so the driver can have a longer break! It is SO annoying to miss the bus because it is several minutes early at Wirral Mount/Frankby Rd stop. Can we please have another checkpoint/control point perhaps between China Farm Lane and Wirral Mount? These buses are so heavily subsidised that Arriva should do better.	
375	471/472 (Heswall to Liverpool)	Not always reliable either late or don't turn up.Worst times are early morning and weekends. I rely on buses a lot especially when visiting family in Liverpool as we dont live that close to a train station.	
376	407 (West Kirby to Liverpool)	I am disappointed that there is yet another review, when the 407's timetable was only changed just over 12 months ago. Is this all really necessary?	
377	487 (Liverpool to Ness Gardens)	Since Stagecoach withdrew route 2 in September 2019, services between Liverpool & Tranmere, Higher Bebington on route 487 have become much busier. At peak times, 487 services are often full & standing along large sections of the route (especially between Birkenhead bus station and Teehay Lane, but on some services for longer duration). There have been several occasions when passengers have been left at bus stops as the buses Arriva use are too small & are full to capacity.	
378	38/38A (West Kirby to Eastham Ferry)	The 38 is one of the most unreliable buses on the network. It is hardly ever on time and at weekends the bus service on a Sunday is once an hour. Once an hour ! Ridiculous. Where do we live - in the middle of nowhere? The problem is, this is the only bus service that goes through Moreton - Hoylake- West Kirby on a weekend so the customers have no choice. Surely the bus service needs to be way more frequent.	
379	423 (Seacombe Ferry to Liverpool)	Please do not change this bus service - it is the only one the goes from Liverpool through Moreton in the evening. It is a really valuable and essential service.	
380	407 (West Kirby to Liverpool)	The only problem I have with this service is that it does not also run in the evenings. This is a valuable bus route so please do not alter it, unless you are to extend the evening service.	
381	413 (Seacombe Ferry to Woodside)	I use the 413 and 414 and find both are nearly always late and are extremely busy and sometimes overcrowded with school children and prams pushchairs etc. when I started working at Arrowe Park hospital 3 years ago there were additional services from Wallasey, eg the 403 and the Avon route 10a, neither of these routes now run and the additional demand on the 413 & 414 is too much. there is also a very real chance that these services will get further delayed at Leasowe level crossing for between 5-7 minutes .most annoyingly one of the services is often so frequently late the 2 buses will arrive together	
382	410 (New Brighton to Clatterbridge Hospital)		
383	423 (Seacombe Ferry to Liverpool)	Require a service from Seacombe to New Brighton Via Wallasey Village	
384	432 (New Brighton to Liverpool)	432 bus doesn't start earlier enough to get me to work before seven am	
385	492 (Birkenhead)	I use the 492/495 route and the service is poor in the evenings and Sundays	
386	492 (Birkenhead)	no service after hours or weekend from townfeild lane ch43 to anywhere	
387	437 (West Kirby to Liverpool)	Lost evening 293 completely which dropped me at Hamilton Sq station. Reinstated 495 poor evening service.doesnt go to Hamilton Sq station anymore	
388	91 (Birkenhead to Holmlands Estate)	Reinstate the number 10 route, a valuable link to shops, amusements and most importantly to Arrowe Park Hospital	
389	471/472 (Heswall to Liverpool)	This survey doesn't allow you to choose multiple options which would be the better answers in my case. The only place to go on Sundays and Bank Holidays is Birkenhead and Liverpool . There is no service to West Kirby. I can't get to a train station by bus except by going to Birkenhead or Liverpool. To be sure of catching a train at Lime Street, I heed to allow 90 Minutes!	
390	22 (West Kirby to Chester)	I have heard that the no22 bus is to be discontinued to Parkgate. It is the only bus and very important lifeline to me and my family. Without a bus service Parkgate will be very isolated and many residents are older and do not drive. There are no shops in Parkgate so it is so important to have a link to Neston and Heswall. The doctors surgery is also in Neston. Please don't isolate residents of Parkgate who rely on the bus.	

391			I live in an area of New Brighton which was badly affected by the collapse of Avon Buses in 2018. Prior to the collapse of Avon, I used the 10/10A service to go about my daily business. Although it was on by Arriva, it was withdrawn again after four weeks. As such: Albion Street, Hamilton Road and Mount Road do not currently have any bus provision. The nearest place where I can get the bus is Warren Drive. But at the moment, that only has a bus every 90 min in each direction; which is useless for me in terms of going about my daily business. To rectify this problem, I recommend two possible solutions: 1) Introduce a service via Mount Road or 2) Increase the service along Warren Drive to hourly in order to make using the bus more attractive for people in the area like myself
392	471/472 (Heswall to Liverpool)	Can only travel to certain destinations eg Liverpool or Chester. Need to get several buses to get to other parts of Wirral, so cost and increased travel time makes these journeys untenable. Loss of service to areas which used to be covered in the evenings.	
393	407 (West Kirby to Liverpool)	I used to get the 18 or the 407 from Townmeadow Lane, I could also get it after 6 pm. Due to very poor management the 19 no longer exists, the 407 was re-routed with no other aim than to compete with the 38 and I can no longer work late at night as last bus is at 6.00. The Wirral needs a bus service that is comparable with Liverpool, ie buses at least every 10 minutes on every route, with variations that provide cover for all estates and allow for more direct travel.	
394	22 (West Kirby to Chester)	Good to have the 22 service reinstated - an essential route for Irby	
395	22 (West Kirby to Chester)	Brilliant having 22 back in Irby. Makes such a difference for access across Wirral.	
396	38/38A (West Kirby to Eastham Ferry)	There is poor service to Bromborough, especially to the Croft retail park. It is very frustrating that there are two main bus companies, meaning I have to buy solo tickets, rather than one bus company's ticket, which would be a lot cheaper.	
397	487 (Liverpool to Ness Gardens)	I would like to see a more frequent service at peak times on route 487. Buses at peak times are especially crowded and often leave people at stops on the early part of their route exiting Birkenhead. The overcrowding has been especially notable since Stagecoach withdrew service 2 last year, which provided an alternative service from Liverpool to Tranmere. Whilst an earlier service into Liverpool in the morning would also be useful, I do have alternatives (471/472/464) nearby.	
398	410 (New Brighton to Clatterbridge Hospital)	410 should call at Woodside evenings and weekends Electronic displays at the bus station should be real time - not based on timetables, it's infuriating	
399	1/X1 (Liverpool to Chester)	I despise how I am forced to use stagecoach only buses because I live just outside the Wirral so I cannot purchase a bus pass or a daily my ticket so I am forced to use stagecoach buses (38) to get to school as I cannot take the 437 without buying two tickets. I also hate how the trains are much more expensive so that's why I have to use buses.	
400	38/38A (West Kirby to Eastham Ferry)	From estates in Moreton not great access to many places, need to get 2 buses more often	
401	413 (Seacombe Ferry to Woodside)	need buses on a Sunday to/from Wallasey village. 409 should be more often than every 30 mins. buses should run after 6pm. should be able to get cheaper fares before 9.30am. should be more buses to Arrowe Park and Clatterbridge Hospitals. should be a direct bus between Wallasey village and New Brighton.	
402	411 (New Brighton to Birkenhead)	We do not need any more bus routes taken off. We require more buses. The 83 Avon bus went last year and has not been replaced. We require a lot more. Not everyone has a car, therefore we rely on the buses to get around to shopping, hospital and doctors visits, visit relatives etc. Visiting relatives, they are essential.	
403	414 (New Brighton to Woodside)	We desperately need drivers to make sure EVERYONE has alighted before people board & who allow disabled and elderly passengers to be seated before taking off. We need the reinstatement of the services the Mayor's office so swiftly took away from us.	
404	471/472 (Heswall to Liverpool)		
405	437 (West Kirby to Liverpool)	The frequency of the 437 compared to 432, 433 doesn't make sense. The 437 is extremely busy yet new Brighton services often have two buses turn up that don't get full. There should be either more 437's, or a bus going a similar route	
406	38/38A (West Kirby to Eastham Ferry)	Used bus service all my life 38 worst I have known	
407	1B (Moreton Cross Circular)	The 1b should start earlier - the first bus is 10.30am from Glasier Road - and be half-hourly, not hourly as at present. The 407 should serve Townmeadow Lane between Maryland Lane and Bermuda Road again as at present you cannot get to the top end of Moreton village, where Iceland and Home Bargains are situated, without changing buses (which entails crossing a busy main road) or walking uphill - not easy if you are elderly or disabled or the weather is bad.	
408	410 (New Brighton to Clatterbridge Hospital)		
409	38/38A (West Kirby to Eastham Ferry)	1. Issue with timings on the 413/414. 2. Issues with capacity on the 413/414 around school timings. 3. Issue with the frequent change of timetables. This happens the Sunday before the school return in September. Often removing services as well as revised timings before the beginning of term. 4. Issue with frequent timetable changes of 38/407 in Moreton impacts on Clare Mount SSC pupils meaning some have to wait 30 minutes for a bus at an extremely busy junction. 4. Issue with lack of updated timetables eg Moreton Cross	

410	464 (New Ferry to Liverpool)	It would be nice if the 464 service to/from Liverpool could be extended into the evening (now that the 164 service no longer exists).	
411	437 (West Kirby to Liverpool)	Large, densely populated areas of Wallasey and Birkenhead have poor access to the main hospitals via public transport. The withdrawal of the 18 and 3 (403) services over the past few years have left Poulton in Wallasey without a direct service to Arrowe Park. When I was trying to get back from the hospital, one of the options was to change on Liverpool. Similarly, East Wirral is not well served by buses - there is one service per hour from West Kirby to Chester, which takes an hour and a half, and only runs through the day. Trying to get from West Kirby / Newton / Greasby to Arrowe Park requires various circuitous changes of bus, and takes an hour or more for a three mile journey. Routes to Birkenhead and on through to Liverpool are better served, but links to Wallasey from the rest of Wirral are poor.	
412	432 (New Brighton to Liverpool)	I would like to see the 10a from New Brighton to APH restored, this was a quicker way to get to and from work. Also I used to live in Prenton, and the service there now is really poor.	
413	1/X1 (Liverpool to Chester)		
414	437 (West Kirby to Liverpool)	Punctuality of the 437 has been appalling especially during road works due to practically no preparation. During which Cook Street was being skipped by all Arriva buses however there was zero communication about this.	
416	492 (Birkenhead)	Please put the 10/100 back in service.	
417	437 (West Kirby to Liverpool)	The 437 service is brilliant - I would not like it to change	
418	423 (Seacombe Ferry to Liverpool)	The 433 service isn't frequent or punctual enough	
419	437 (West Kirby to Liverpool)	437 service is brilliant	
420	433 (New Brighton to Liverpool)	We need more 433s in the evenings now Poulton Road is not covered	
421	471/472 (Heswall to Liverpool)		
422	38/38A (West Kirby to Eastham Ferry)	Many people using the 38 bus service have complained of the 2 bus service being stopped. It means services in the morning are a lot more packed, with one 38 bus being full of school children (at around 9) so nobody else can use it. Attempting to get on this bus is near impossible, with the amount of schoolchildren on it being unsafe in the event of a crash. People trying to get to work would also like to use this service but struggle due to the spaced out times of the 38, and the one bus being jam packed with schoolchildren at the time when people really need to get to work.	
423	414 (New Brighton to Woodside)		
424	410 (New Brighton to Clatterbridge Hospital)	On weekdays and Saturdays there are very many services departing from (WBS) Woodside Bus Station (409, 410, 411, 413/414, are the most frequent, with another dozen or so less frequently). All these services call at Birkenhead Bus Station (BBS) which facilitates easy change of bus. There are three planning errors with these services: i) only one of these services returns via BBS (413/414) the other services calling at a variety of stops. The bus user does not know which of the many stops to go to for a bus to WBS. ii) very few of these services go to WBS on a Sunday. This is strange as Woodside is busy with tourism/leisure visitors on Sat/Sunday. iii) EVERY bus from WBS to BBS goes exactly the same route with two stops after exiting Woodside/Hamilton Square Train Station. These stops are on Canning Street and Hamilton Square/Argyle Street. I have never (in the last 5 years) seen anyone get on or off the bus at Canning Street though Hamilton Square bus stop is well used. No services go from WBS to BBS via Chester Street and Market Street despite there being extant, though "Not In Use", bus stops are in situ on Chester Street. There is a very large (and growing) community east of Chester Street who would both use and benefit from services to/from Chester Street. This includes Church St, Hornby St, Castle St, Water St, Pilgrim St, and the very large estate (over 300 residents) of Priory Wharf. I would propose the following solutions: i) either ALL buses to WBS should call into BBS or ALL buses should go via a single stop on Conway Street. There is an extant stop outside the "Crown" pub on Conway Street or a new stop could be easily sited between Adelphi St and Burlington Street where there already exists a form of "layby" on Conway Street. This latter solution is preferred being closer to BBS, the former solution has the advantage of facilitating greater service flexibility by routing some services via Europa Boulevard/Price Street. ii) increase Sunday services to WBS using the Saturday timetables as a template. iii) route at least half of the services from WBS to BBS via Chester Street and Market Street. As a corollary of point iii) the various communities surrounding Woodside would be much better served if some of the cross river services would use the Chester Street exit of the Birkenhead (Queensway) Tunnel and stop on Chester Street and WBS en route to BBS. The 423 service which runs at night uses this exit and stops at WBS but it does not go to BBS nor does it stop on Chester Street despite there being a perfectly adequate bus stop which is "Not In Use". I hope that this is of help to your planners. I would like to be kept informed of progress of the consultation exercise and of further opportunities of engaging with the planners.	
425	413 (Seacombe Ferry to Woodside)	In Moreton, the 1B was reduced in frequency to one bus per hour. The person I know who lives at Curlew Court, Curlew Way and I sincerely wish the twice-hourly service would be resumed (the 1B is my connection for the 413). Also, a Sunday service would be appreciated. A service from King St/Brighton St., Wallasey straight to Liverpool - for events in Liverpool (so evenings and weekends too) would be greatly appreciated as these roads are a long way to walk from Liscard and New Brighton (current Liverpool services destinations).	
426	437 (West Kirby to Liverpool)	It would be helpful to be able to buy a weekly solo on the bus	
427	16/16A (Eastham Rake to Moreton Cross)	The Spital/Bebington area have never been particularly well off for bus services. Those that were provided were infrequent, unreliable and more often than not did not take you to where you really wanted to go without the need for changing bus. The area on Spital Road near the station has no means of shelter in bad weather which is another deterrent to using public transport. The area currently has no direct bus which serves the Croft estate nor a suitable route to Aldi other than by train. This is not a viable alternative to everybody as there is no disabled access to the station. Aldi is the only local supermarket since Lower Bebington Coop closed 2 years ago. There are some possible alternatives available utilising the present routes 73 & 16 with some rerouting so long as there was a reasonable frequency of service.	
428	410 (New Brighton to Clatterbridge Hospital)	Buses are rarely on time and struggle to get to places I need to be at the correct time.	
429	407 (West Kirby to Liverpool)	Evening and Sunday services and geographical coverage need to be improved (subsidised) to get people out of cars	



430	487 (Liverpool to Ness Gardens)	The frequency of 487 isn't good enough, really bad interchange in Central Liverpool especially between the Wirral buses and the remaining routes. Also a direct connection from the Wirral to the University/hospital would be desirable	
431	433 (New Brighton to Liverpool)	433 peak time's Liscard rd to Liverpool. First bus to get cancelled when the west Kirby 437 is every 10 min and wouldn't impact the same as leaving someone standing in the cold for 40 min waiting for next bus	
432	407 (West Kirby to Liverpool)	Mainly 407, 437, 418 although there's a timetable seems buses go same or similar routes but instead of being in between each other they come almost same times .over 60s pass only after 9.30am to keep slow people off till workers are at work but a lot of over 60's have to go to work and are sprightly and not slow	
433	437 (West Kirby to Liverpool)	437 - it has not been as bad recently but putting single decker buses on for the busiest bus at the busiest times is ridiculous. The 437 is also the worst bus for punctuality and is consistently late in the evenings. When the bus arrives early it often leaves before it's meant to	
434	81 (West Kirby to Arrowe Park Hospital)		