



Brookes Bus Survey Report

"I don't think the University provides a decent alternative to cars, fair enough if they wont allow us cars but i dont think its appropriate for me to have to wait an hour to catch a bus in the freezing cold [...]"

Overview

On 5th October Oxford Brookes Students' Union (OBSU) received a face-to-face complaint from a student at Wheatley, which related to the bus timetable not being suited to her lecture times. Specifically, the student stated that her lectures finished at 7 pm and the most direct bus to her accommodation had stopped running by this time.

A post was added to the OBSU Facebook page, outlining this situation and encouraging students to "like" the status in agreement, or to post constructive feedback as comments. Within two days the status had been "liked" by 70 students, and received 16 comments, making it the single largest interaction thus far on the new OBSU Facebook site. It was felt that this proved a very real strength of feeling among the student body about the current service provided by Oxford Bus Company.

Having identified the bus service as a contentious issue, a short survey was created, in order to capture some more coherent data. The survey accumulated a total of 268 responses over 2 weeks. The survey was available via the SU Facebook page and the mobile Students' Union stall (mobile union), which is set up three days a week, alternating between Wheatley, Gipsy Lane, Harcourt and Marston Road sites. There was no incentive to complete the survey, other than to provide feedback about the bus service to the University and Oxford Bus Company.

More than 50% of respondents included additional text comments, detailing an array of issues. Both the volume of comments and the associated content further suggest strength of feeling around the bus service generally.

It is not just via the survey that students have been feeding back their dissatisfaction with the bus service. Anecdotal feedback has been received from students while staff and officers have been operating the mobile union and students appear to take any other opportunity to voice their dissatisfaction. As an example, the University posted an update to its own Facebook page on 1st November, advising students that the U1 bus service was experiencing delays. Almost immediately, a student commented, suggesting that this was

not unusual and within 2 hours, 9 others had indicated their support for the comment by 'liking' it (see fig.1.).

Fig.1. Comment regarding U1 service delays on Oxford Brookes' Facebook Page

Oxford Brookes University

BROOKESbus update: The U1 service is experiencing delays this morning due to an accident next to the Thornhill Park and Ride on the A40 Oxford bound.

Like · · [Share](#) · [Yesterday at 9:19am](#) ·

[4 people](#) like this.

Lauren Marie Wade What is it's excuse every other day then??!?

[Yesterday at 9:23am](#) · Like · [9](#)

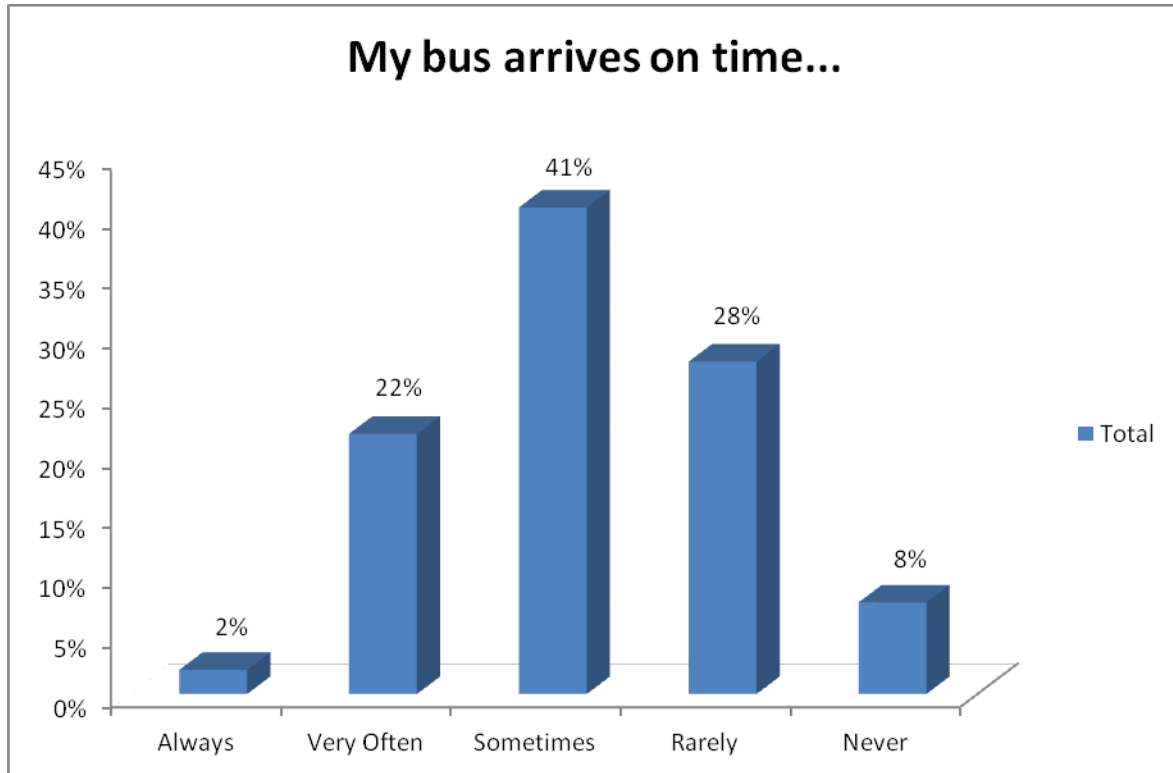
The conclusions within this report are based solely on results from the multiple-choice survey and associated comments, unless otherwise stated.

Results

Bus Punctuality

"The U5 is usually late, and does not give me enough time to prepare for my lectures when I finally arrive at the campus."

Fig.2. Punctuality of all buses



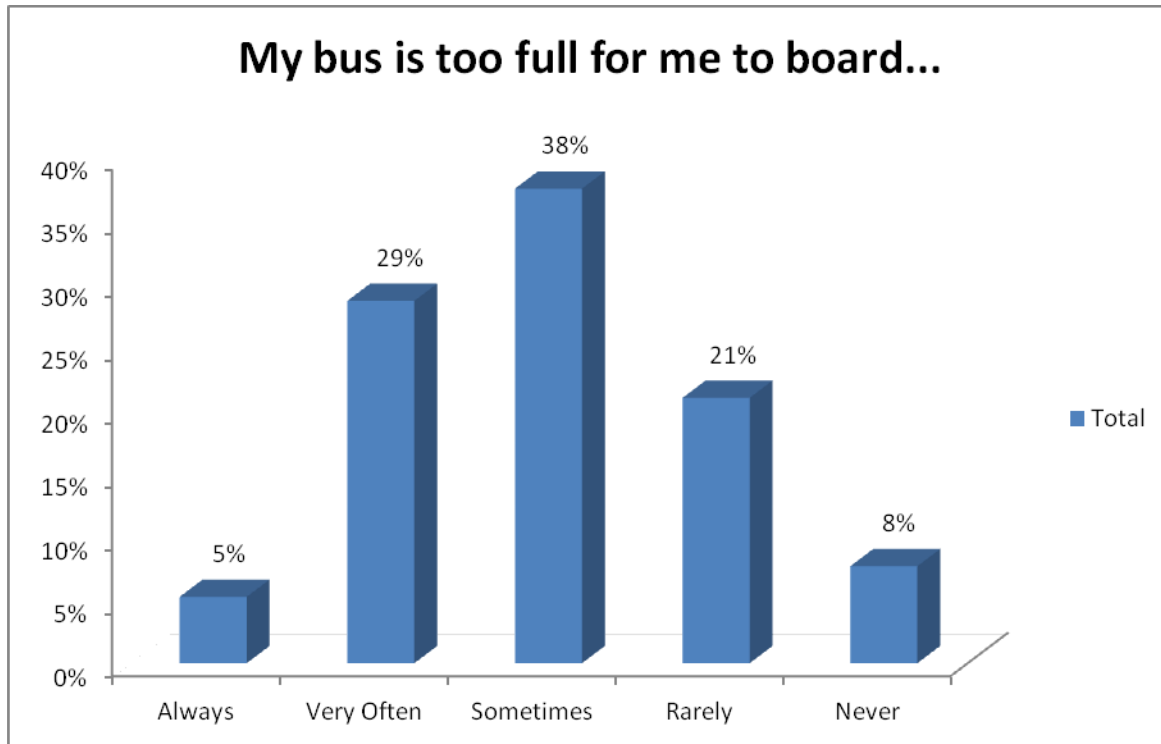
The punctuality of buses seems to be generally poor. It can be expected for buses to occasionally arrive late, due to unavoidable circumstances, such as heavy traffic, road traffic accidents, etc. However, if the 41% of respondents who report their buses as being late 'sometimes' are excluded, there are still 36% who report their buses as 'rarely', or 'never' running to schedule (see fig.2.).

Out of the three bus routes included in the survey (U1, U5 & U5X), the service with the highest percentage of respondents reporting a frequent issue with punctuality was the U5X, with over half (53%) of students reporting that the service 'rarely' or 'never' arrived on time. Both the U1 & U5 buses had significantly less students indicating a serious issue with punctuality. However, 26% reported the U1 as 'rarely' or 'never' arriving at the expected time and 24% of students reported the U5 service as 'rarely' arriving on time.

Bus Capacity

"The bus is ALWAYS too full. It's uncomfortable, sometimes I'm unable to board, I feel claustrophobic and almost have a panic attack."

Fig. 3. Fullness of all buses



34% of all students responding to the survey reported that their usual bus service was 'always' or 'very often' too full to board.

The U1 service in both directions (to Harcourt and to Wheatley) would appear to be the most problematic service in this area, with 42% of students often finding buses too full. Only 7% had 'never' experienced a bus being too full to board. More students (8%) reported that their bus was 'always' too full for them to board than reported never having experienced the issue.

The U5 was reported as being nearly as problematic as the U1 in terms of buses reaching passenger capacity, with 33% stating that they were 'very often' too full.

The U5X appears to have significantly less capacity issues, with only 19% of respondents reporting that their buses were 'always', or 'very often' too full. 39% stated that they rarely experienced this issue with the U5X. It is worth noting, however, that no students indicated that they 'never' experienced the issue. Therefore, it can be concluded that 100% of the students who responded to the survey, specifically mentioning the U5X service had at some point experienced a bus being too full.

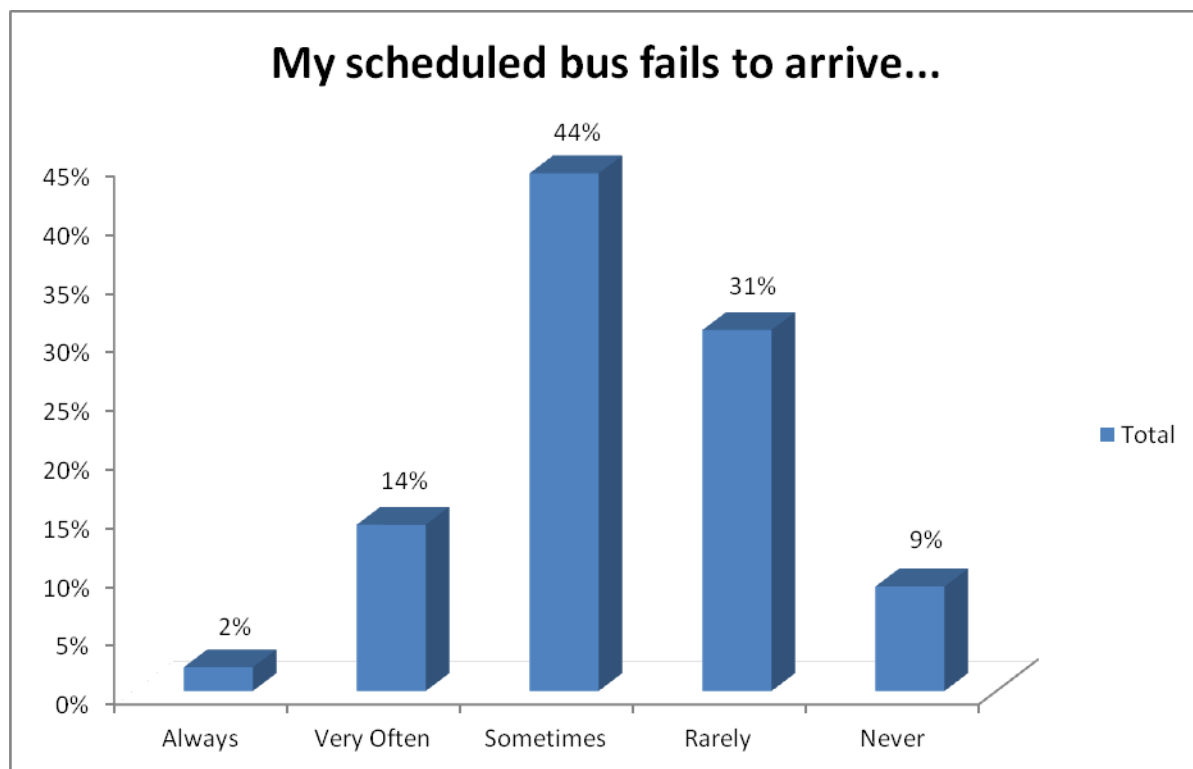
"I'm really upset because when the bus is full and there's obvious places upstairs the driver always doesn't stop n it says that the bus is just full. I've missed 3 lectures so far as the result of this."

Anecdotal feedback suggests that the issue isn't always one of the bus being full but sometimes that the driver perceives it to be full, despite there being room at the top of the bus, or at the back of the ground level. It has been suggested, during face to face interactions, that students get on the bus but don't sit on the spare seats, choosing instead to stand in the aisle. It may be that this issue gives the driver the perception of a full bus, when there are actually seats available.

Failure to Arrive

"Morning busses are often late and irregular and sometimes do not turn up making the next bus too busy."

Fig.4.Failure to arrive on all services



The results for all bus services indicate that 60% of students experience their bus failing to arrive more frequently than 'rarely'.

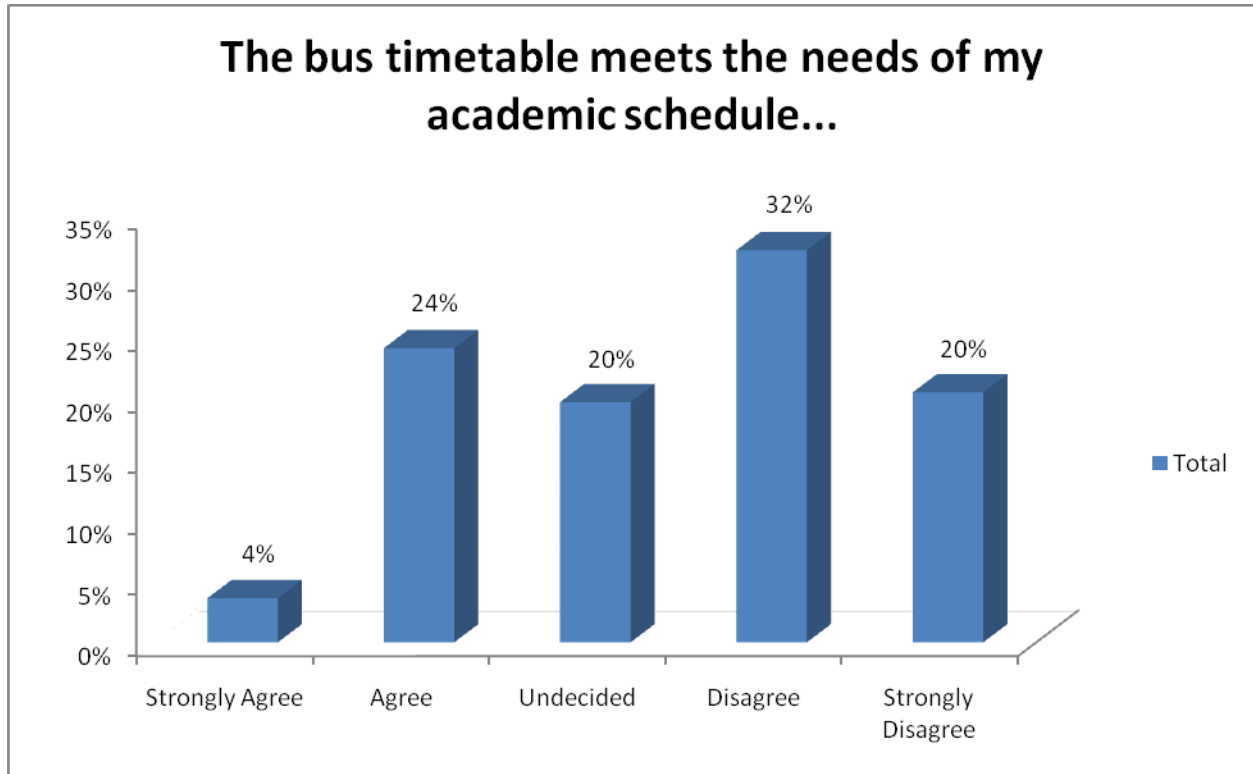
Interrogating these results at a service level, the U5 is reported as being the service with the highest frequency of buses failing to arrive, with 76% of students reporting this as

occurring more regularly than 'rarely'. The other services did not perform much better, with 65% of U5X and 62% of U1 passengers reporting a fairly frequent issue.

Bus Timetable Vs Academic Schedule

"The buses don't run at times suitable to get to Uni, you either get there 40 mins early or 10 mins late."

Fig.5. Bus Timetable Vs Academic Schedule on all Buses



Over half (52%) of the students responding to the survey indicated that they either 'disagreed' or 'strongly disagreed' with the statement that the bus timetable met the needs of their academic schedule.

When this is broken down by the different bus services, the U5X service is clearly the principle issue, with 79% of students disagreeing or strongly disagreeing with the statement, and only 3% agreeing with it.

The U5 received less negative feedback but over half (53%) of respondents either disagreed or strongly disagreed with the statement and over a quarter 27% either agreeing or strongly agreeing.

The U1 service appears to be less of an issue in this area, with 46% of students disagreeing or strongly disagreeing and 38% agreeing or strongly agreeing.

From comments received while consulting students face to face at the Wheatley site and through the survey, the stand out issue with the U5X service is that buses don't run late enough to cater for students with lectures ending late in the evening at Wheatley. There are

a substantial number of students (particularly in TDE) who are required to take two buses in order to return home. This indirect journey late at night can also require students to walk considerable distances to their accommodation in the dark, sometimes alone and feeling vulnerable:

"There isn't a U5x as it stops at six so I end up having to get a VERY cramped always full u1 then walk up Cowley Road in the dark alone, which as a girl can be quite scary."

This lack of buses servicing late lectures at Wheatley is something that was raised last year by OBSU, as part of the feedback from a similar consultation activity and at that time, later buses were scheduled. However, the problem appears to have returned since the start of the 2011/12 academic year.

Other Issues Raised Via Comments

A full list of comments gathered via the survey can be located in appendix 2. However, there are certain facets of the travel experience which were mentioned repeatedly, as follows:

- Many students have been reporting experiences with unfriendly and unhelpful drivers. These include drivers saying the bus is full when there are many empty seats, drivers shutting doors and driving off with no explanation, being verbally aggressive, and refusing to pick up a disabled student because they "didn't have time".
- There are a number of comments about reckless and irresponsible driving.
- There are several negative comments about the condition of the buses, both in terms of cleanliness and mechanical reliability.
- There are multiple comments about the cost of the service, connected with rising fares and questioning value vs. cost, considering the raft of issues raised via the survey.

Recommendations

OBSU would like to make the following recommendations, as a result of this consultation activity:

- Additional U5X buses to be reinstated, in line with late evening lectures at Wheatley.
- A review to be carried out by Oxford Bus Company (OBC), of capacity issues on U1 & U5 services, at peak times.
- Some action to be taken by OBC to address driver conduct, particularly in terms of drivers being rude to students.

- A review by OBC of timetables, to ensure they remain relevant to achievable bus arrival times.
- An activity to be undertaken by OBC/Oxford Brookes University (OB) to compare academic timetables with bus timetables and to amend bus timetables accordingly, where possible, to ensure that students are able to travel to and from their sites of study effectively.
- OBC/OBSU/OB to collaborate in hosting a regular bus user group, to monitor issues/improvements/feedback regarding the BROOKESbus services.
- OBSU would also seek clarification at this time, that measures are being taken to provide additional busses in 2012/13, to account for the probable increase in demand, related to free bus passes for all students.

Appendix 1 – Graphs of Individual Service Survey Results

Fig.6. Punctuality of U1 buses

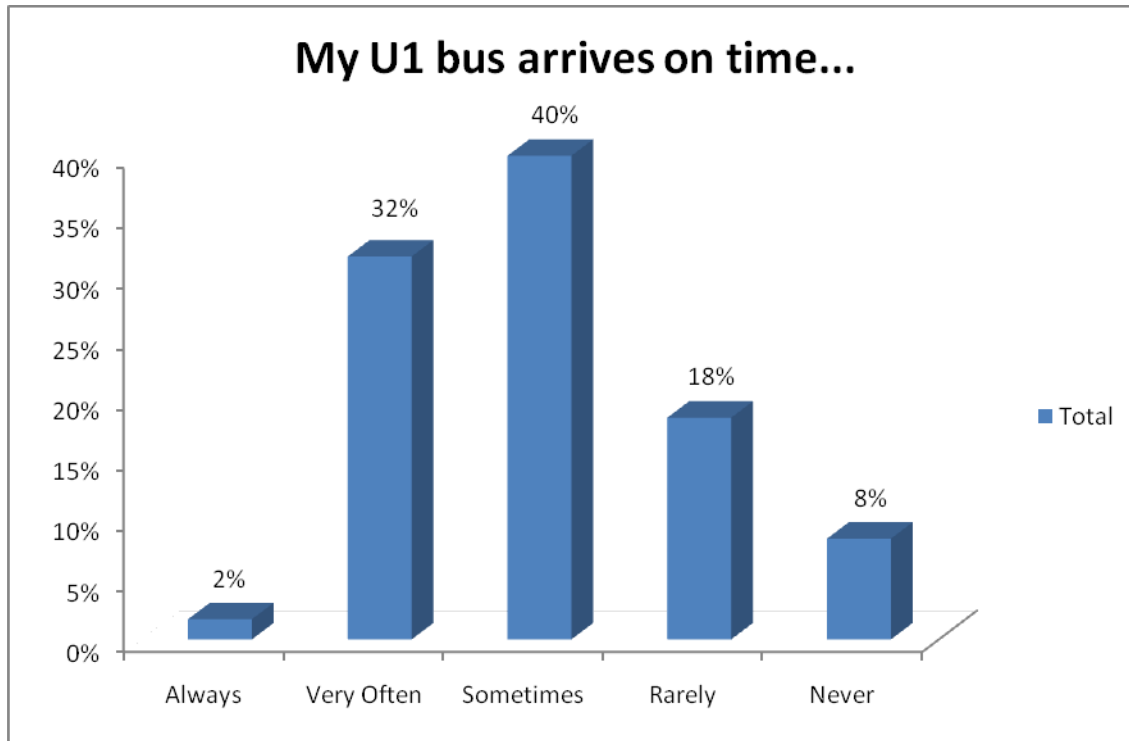


Fig.7. Fullness of U1 buses

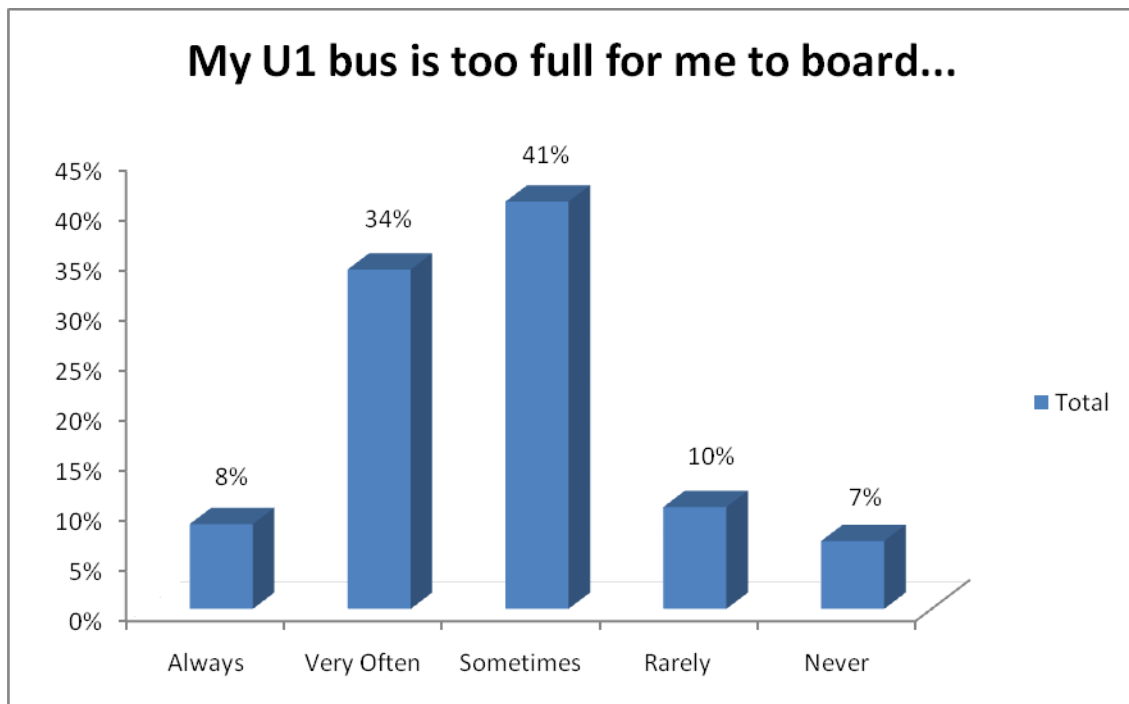


Fig.8.Failure to arrive of U1 buses

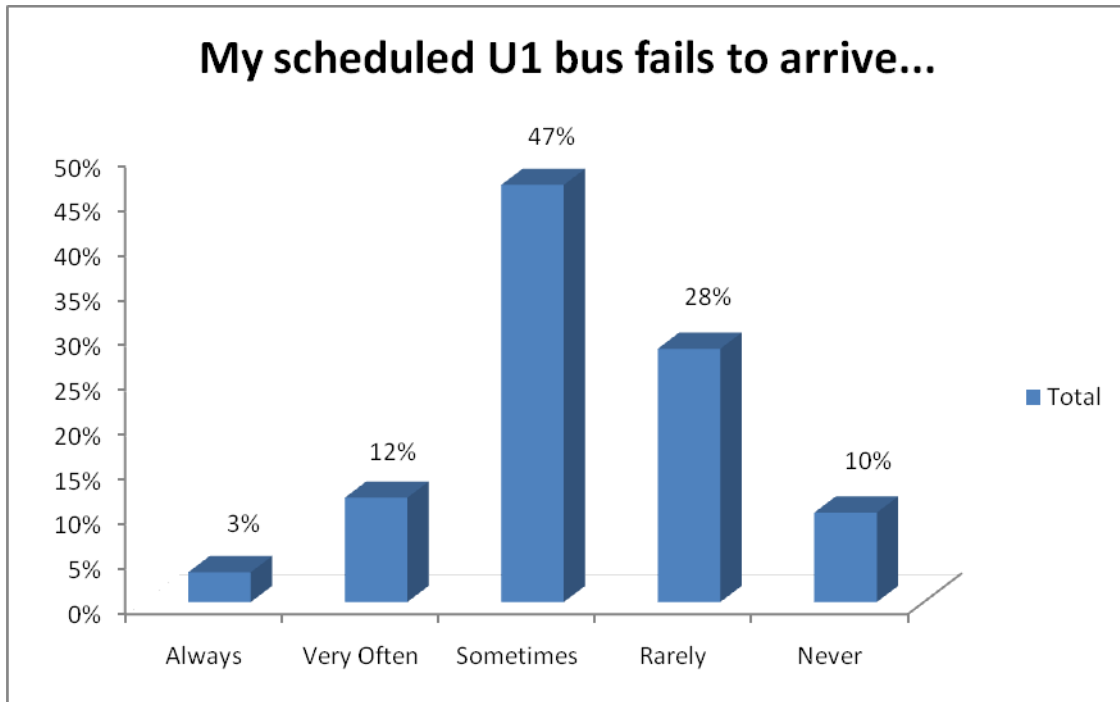


Fig.9.Bus Timetable Vs Academic Schedule on U1 Buses

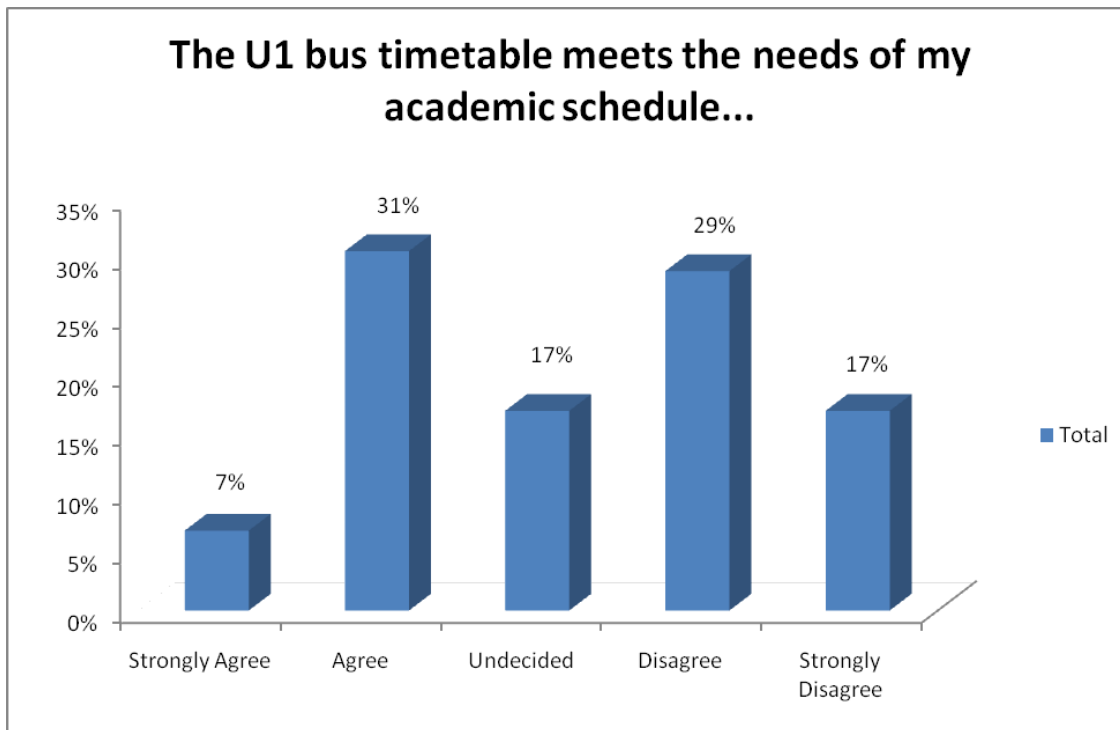


Fig. 10. Punctuality of U5 buses

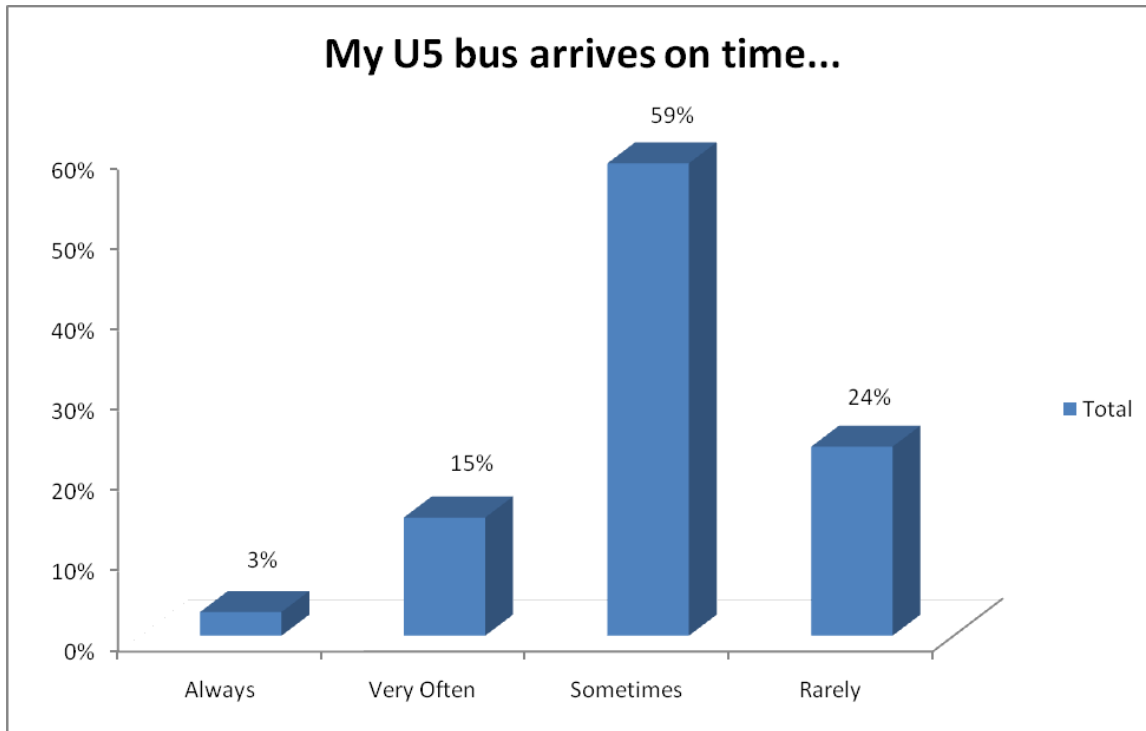


Fig. 11. Fullness of U5 buses

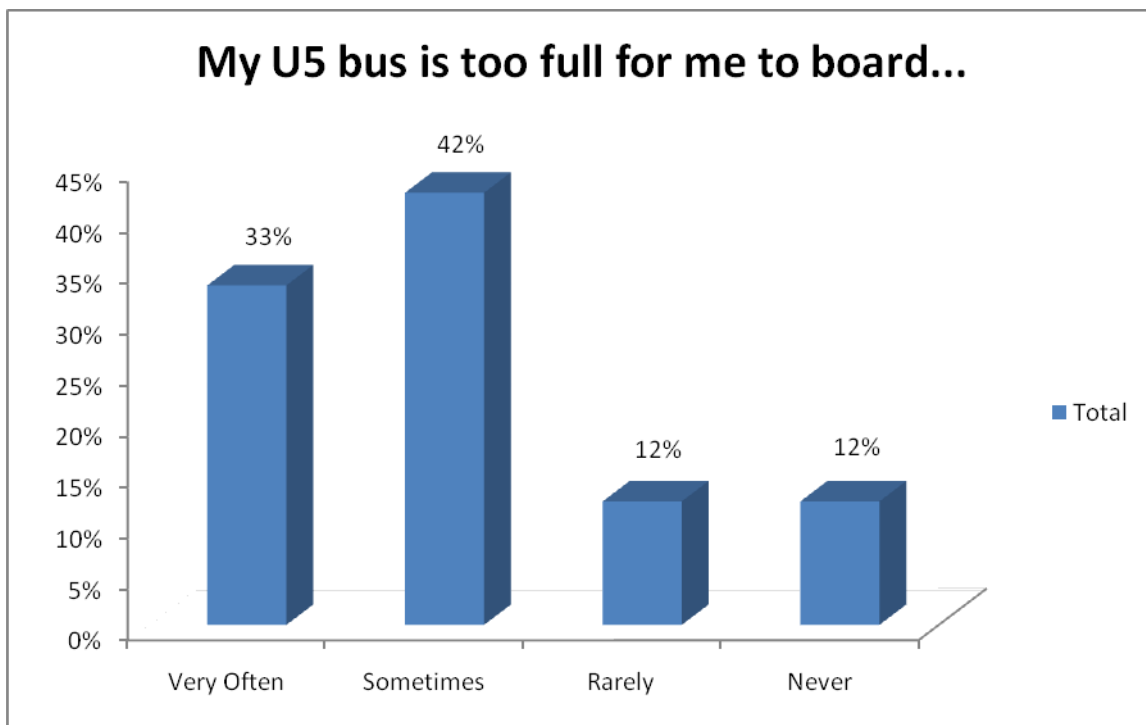


Fig. 12. Failure to arrive of U5 buses

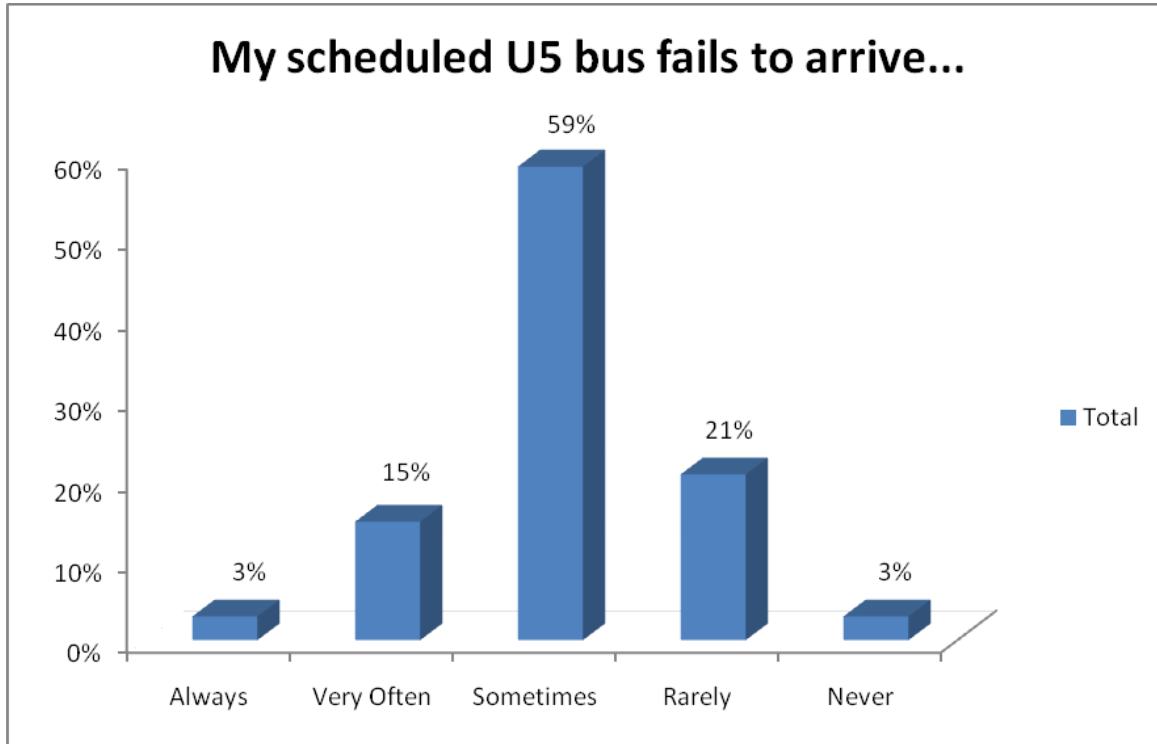


Fig. 13. Bus Timetable Vs Academic Schedule on U5 Buses

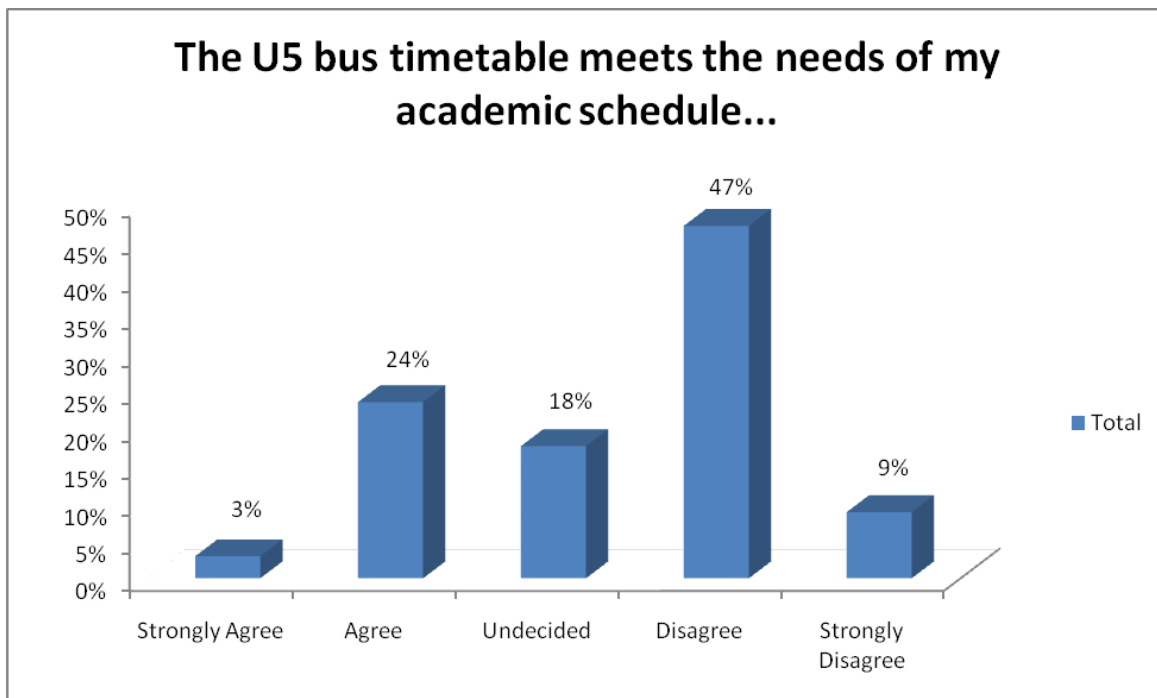


Fig. 14. Punctuality of U5X buses

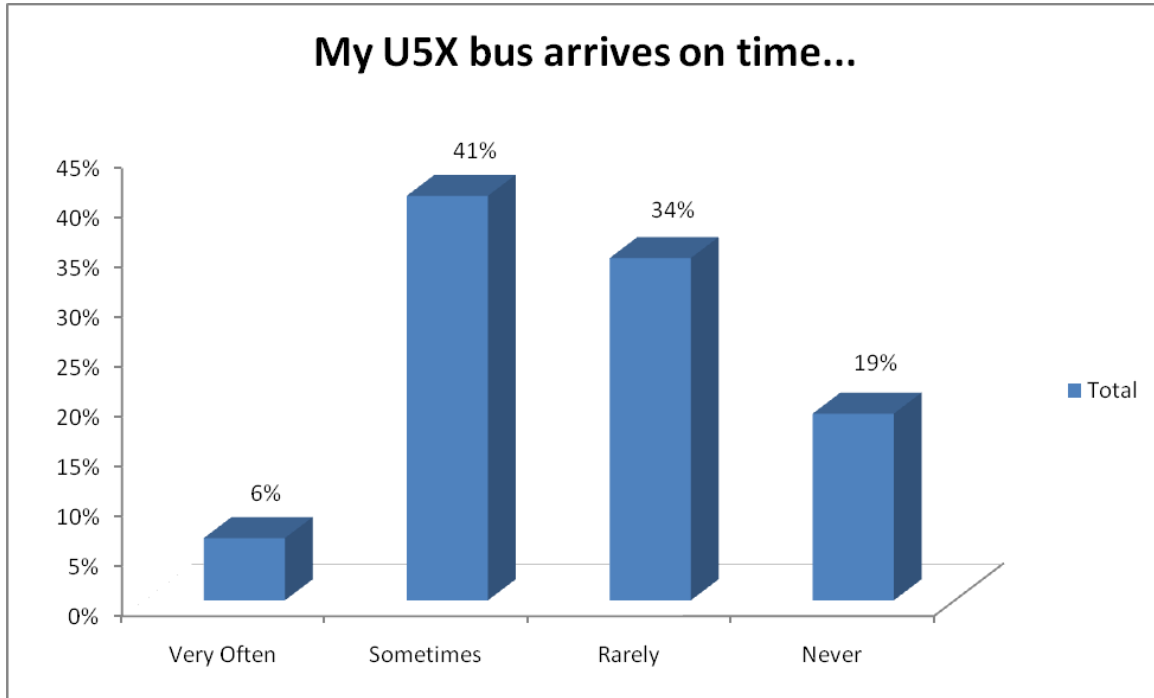


Fig. 15. Fullness of U5X buses

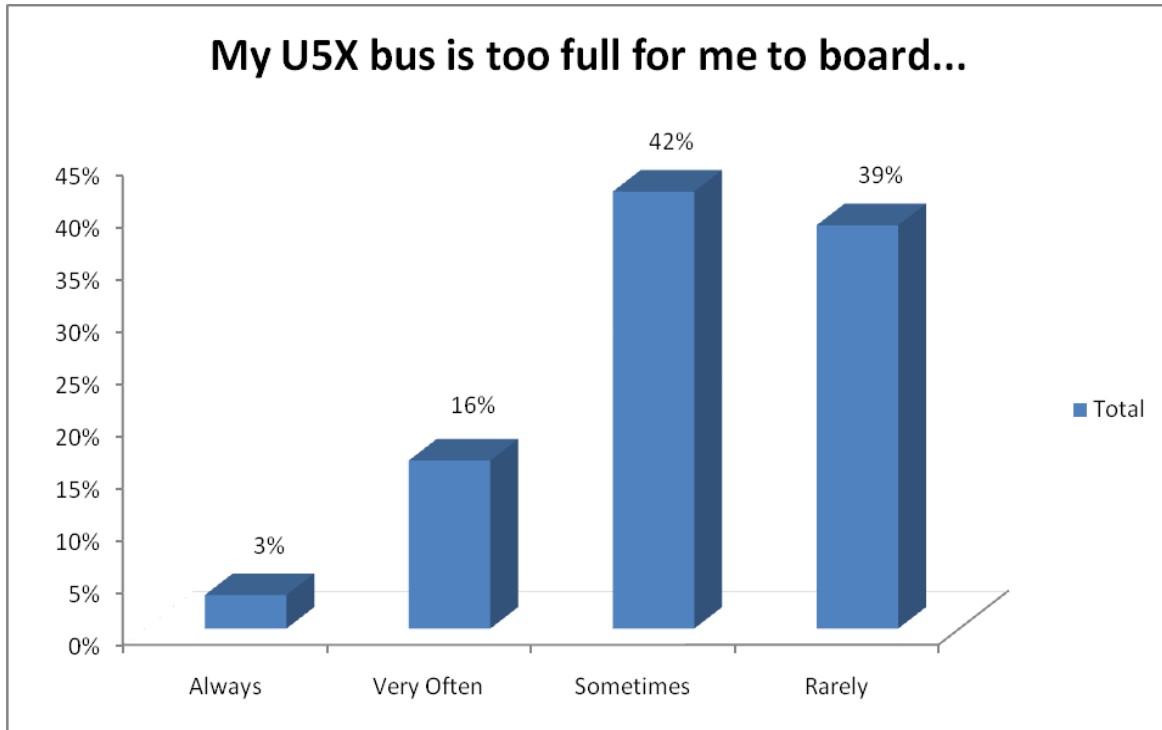


Fig. 16. Failure to arrive of UX5 buses

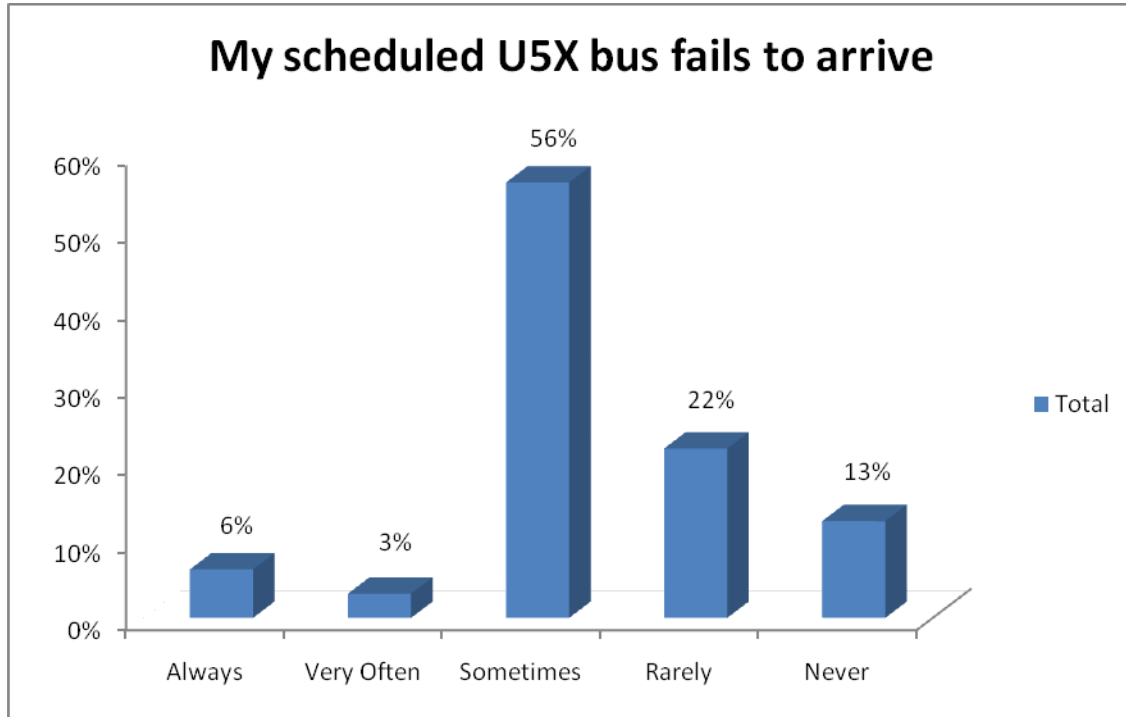
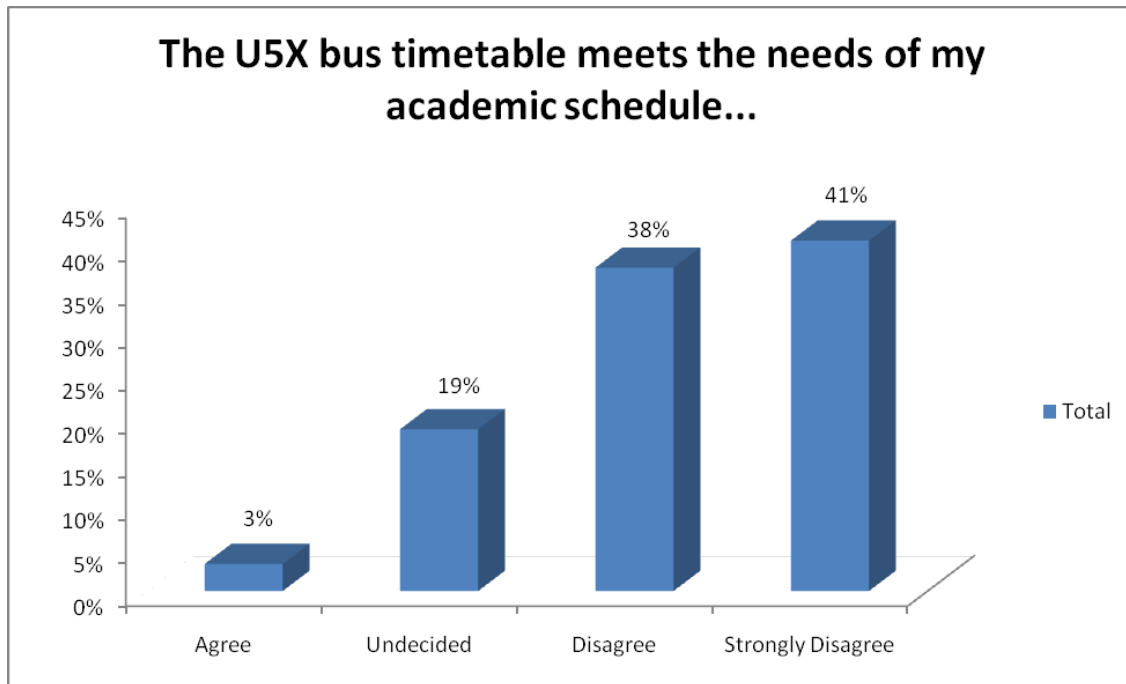


Fig. 17. Bus Timetable Vs Academic Schedule on U5X Buses



Appendix 2 - Full list of text comments

U5X stops running after 6 so cant return back to crescent hall without it taking over an hr. Also i am at crescent so the bus isnt as full until it hits paul kent and the slade where in the mornings it can get very full.

U5 bus sometimes doesn't come (Paul Kent Halls to Headington) which results in missing lectures as they only come every half an hour anyway so if one doesn't arrive then you have to wait half an hour for another! (12.30 bus is the most unreliable)

Some bus drivers keep letting too many students on to cope with demand. Which is good for those getting to lectures but it does mean the buses look overcrowded.

End of lecture on Monday and Tuesday: 8pm Next available U1 to city centre around 8:30pm (too full to board) Have to wait until 9pm to catch the next U1 At home at 9:45pm!!!! It takes me almost two hours to get home from Wheatley!

Many lectures start at 1pm at wheatly. Each week busses between 12-1 are too full to board, causing some people to have to take the 280 bus to wheatly in order to arrive at wheatly in time for lecture. This is an added expense to those people who have all ready purchased the Brookes Key. More buses need to be provided during this time to accommodate as many people as possible traveling to wheatly for lectures.

When deciding on a time table it might be better to organise the busses so that they leave wheatly just after most peoples lectures finish ie just after 12, instead of having to wait 25 minutes for a bus. Apart from that the bus service is good.

When boarding the bus from town during the day there aren't enough buses regularly enough as they are often full.

The U5X finish at 6pm on the afternoon. I have some courses from 5pm to 8pm and I must use the U1 then the U5, so I return to Crescent Hall 1 hour and 15 minutes later. It could be great if the last bus could be after 8pm.

Quite dirty inside, no bus after 6pm- means I have to make 2 bus journeys

The older buses used as U5 in the mornings are knackered. The heating is poor on at least one bus, and another one has broken down several times since the start of term.

It is always busy in the mornings and 2 buses drive by saying it's full, so having to wait for the next one and i am late for my lectures when i waited at the bus stop for the 8.20 bus!! (corner house stop) The buses are very few and always busy. Sometimes they dont even stop at the stop your waiting at. I have paid a lot of money for a bus pass that accomadates very little.

Very expensive

I like the atmosphere on the buses - the music does help! The bus times from Harcourt Hill are a bit off for me, e.g. 11.43 or 12.13 bus for a 1pm lecture - you're either really early or slightly late. But being early does give me more time in Headington Library before a lecture!

There have been couple of times where the bus hasn't stopped at the Marston Rd site, or just generally at any stop. Maybe because its already full but we have to wait half an hour for the next U5. It would be more convenient and less stressful when you have to be somewhere important if the bus came every 15mins.

On Tuesday 18th of this week, I was waiting for the 12.27 U5 bus to arrive at The Swan bus stop. It failed to arrive, and therefore I had to wait for the next one that arrived at 1oclock; also the time of my lecture. The U5X bus arrived as usual, and so I asked the bus driver if he knew where the U5 had got to. He was rude and replied, 'Why would I know where that bus is when i'm driving this one?' All I did was ask his if he knew I thought it was unacceptable for him to shout back at me for the whole bus to hear. Fair enough if he didn't know but there was no reason for him to speak the way he did. So I said isn't there a way you can find out? As I know they have radios and can communicate. He just said NO so I got off. On arrival of the U5 at 1oclock I asked the driver if he knew what had happened to the U5 and he said 'yes, it never turned up,' and laughed. However, me and other students at my stop and also all the other stops where they had also been waiting 45mins did not find it funny as we were all late for our 1oclock lectures, and the drivers did not seem to care or want to know.

If a lecture finishes at 4, there is either a bus at 4.02 or 4.32, meaning if you don't run for the bus then there is a half an hour wait for another bus, which is normally running late. It would be much more useful if there was a bus at 4.15, giving us enough time to finish our lecture and get to the bus stop in good time. I live at Crescent Halls and the buses are normally late in the morning by at least 10 minutes, making arrival to Marston Road late and arrivals to lectures starting at 9 even later!!

Buses rarely come at the times written in the bus timetable Evening buses are usually full, meaning we need to get a bus over an hour earlier to ensure we're on time, but even then the bus is late (if it turns up at all) Buses on paper may appear to get to us to lectures on time, but this doesn't always allow for bad traffic, nor does it allow for time for the elderly, or those with pushchairs/in wheelchairs to get off in town without delaying our arrival Buses arriving on time is even more important as the hours of daylight reduce, especially with morning and evening lectures when we are left waiting in the cold and dark for buses.

More buses and more frequently would be very appreciated and some old buses changed to new ones so they dont keep breaking down due to heavy transport schedules.

I live in Headington and my main site of study is Gipsy Lane. I have problems with the lack of buses heading towards Harcourt Hill from Wheatley in the morning. Between 8.00 am and 9.00 am there are only 2 cheduled buses heading in this direction; 8.15 am and 8:45 am. If I miss the first one, I would have to walk to campus as the second one arrives too late for my 9 am class. I almost always walk to Gipsy Lane if I have morning classes. However at the same time, there are rows of U1 heading from Harcourt to Wheatley I can count around 10-11 U1s heading this way when I walk to school. Some are empty as the buses are behind one another. Another thing I would like to mention is how the drivers just can't be bothered to wait for passengers. Sometimes I would be running to the bus, and the driver would see me running to the bus, but he wouldn't even bother waiting for just a few moments. Its always the case that as I reach the bus, it starts leaving.

Both students as pupils take the U5X in both directions. The pupils are always noisy and romp which is very annoying. When lectures till 8 pm, no U5X available anymore, so I have to take first the crowded U1 and the U5 - time takes over 1 hour. By the way: For the U1 arriving at this time there are also too many students waiting for it.

The U5X takes a very long route from Cowley Road to Wheatley. A more direct route would be much appreciated.

It is just frustrating when all lectures seem to start on the hour but the buses never seem to be able to get there before the hour.

the bus driver continues to let people on when it is already full, making the bus even more crowded. in the morning the bus is very full and i think that priority should be given to students who need to get to lectures.

During the week,I dislike the fact that after 12,the U5X comes on hourly intervals and I receive lectures till 9pm on tuesdays and never get a U5X at wheatley at that time

I use the bus only late at night 8pm onwards and find that I can be waiting for the bus to get to Headington campus and it will take (real time not timetable) around 40 minutes. I may as well walk home and get in my door with in 40 minutes.

As I live at Slade Park, I need to catch the U5X bus home after lectures, however some of my lectures don't finish until 7/8pm at night and the U5X stops running at 6pm. Therefore it can take me up to an hour and a half to get home when it is dark and I have to hang around waiting for several other buses.

Some bus drivers are so, so rude! Tell you off for your card not scanning first time - not always the users fault!

I am writing this regarding the Brookes Bus service, specifically the U1 service to Harcourt Hill. As a student that studies at Harcourt Hill, I rely on the U1 service to get me to my lectures on time. However, most days this does not happen. There are a number of issues which have become apparent over the past few weeks: 1) I have quite a few 9AM lectures at Harcourt Hill, and always aim to try and get the 8.05 that leaves from opposite Headington Girls School or the Brookes Uni stop B5. Most times I arrive at the bus stop a few minutes before 8AM and the bus has usually been and gone, despite it being ahead of schedule- surely the bus should wait if it is ahead of it's schedule?? If it leaves ahead of shedule, then what exactly is the point of having a bus timetable in the first place? 2) Having missed the 8.05 bus, I wait for the 8.20, which is scheduled to arrive at Harcourt Hill at 8.52AM just in time for the 9AM lecture start time- perfect timing, right? However the 8.20 bus always arrives 20 to 25 minutes late, which is

absolutely ridiculous. As a second year student, I can definitely confirm that this never happened when my classmates and I caught the bus from the same stop this time last year for our 9am lectures. My classmates and I (and countless other students trying to get to their lectures too) therefore spend 40-45 minutes waiting for a bus to get to Harcourt Hill, when we should not have to wait this long!! 3) My classmates and I have also noticed (during the 45 minutes we spend wait for the bus to arrive), that there seems to be more U1 buses that go to Wheatley than ones that go to Harcourt Hill. All U1 buses going in the direction of Wheatley, end at Wheatley. However this is not the case with the buses going away from Wheatley- some do go all the way to Harcourt, but some stop in the city centre. Would it not make sense to have the same number of buses going to Harcourt Hill that go to Wheatley? 3) A number of times I have tried to get on the bus to Harcourt, only for me, my classmates and 20 or so other students to be turned away because the bus is full. Maybe if there were more buses going to Harcourt Hill, this would happen most days! I think that it is absolutely ridiculous that I have paid £215 for an annual bus pass and this is the service we are being given?

I have to be at harcourt hill for 9am most days and I am always late. This is because the first bus from Paul Kent halls is not until 7.51 meaning that by the time I get to gipsy lane to catch the u1 to harcourt I have just missed the 8.05 which would get me to my lecture on time. I then have to wait until 8.20 for the next u1 bus however this bus is never on time and will usually arrive about 8.40 and it is crowded meaning I am always very late. Sometimes I have decided to walk from Paul Kent to gipsy lane which adds 45 minutes to my journey just so I can catch the 8.05 bus. This has proved unsuccessful as when I have done this I have not been allowed on the 8.05 as it is too crowded.

One of my lectures finishes at 7pm at Wheatley, the U5X stops running at 6:05. One of my lectures finishes at 11am at Wheatley, the U5X is at 10:50 and 11:40

Buses in Oxford are far too expensive and BrookesBus card does little to help this. £1 for a 5 minute trip is extraordinary. For comparison I can a coach to Leeds for £4.

Bus drivers driving off when i'm waiting by the door, even when they know you're there.

multi trip purchase no longer working, told that it will be sorted but it hasn't been.

Not a major issue but the U4 to tesco does not run very often.

U5X doesn't run late enough, lectures finish 7/8 pm and we have to catch the U1 then U5, which leads to overcrowded U1 buses away from Wheatley. Also, the bus timetable for the U5X is at awkward times. For example, I finish at 11am on a friday, the bus leaves at 10:55am or 11:40am. It would make more sense to have a bus timetable that mirror the academic schedule, so have buses that run 10/15 minutes after the hour. e.g. 11:10 / 12:10 etc.

The NU5 sometimes doesn't stop where it's supposed to stop. Furthermore does the digital sign not work correctly.

I have started leaving my house earlier in the mornings to walk to the bus stop further up the road, to ensure that i will get on it. Even then i sometimes still don't get on. I also witness frequently the bus driving past groups of students when the bus isn't even half full.

With regard to the u5x service, a few things I've noticed: - The bus scheduled to arrive at Wheatley Campus 12:53 is (in my experience) is ALWAYS 7-8 minutes behind schedule - it gets to Wheatley at 1pm every day. - The same bus (Arriving at Wheatley 12:53) is almost always full with a lot of standing passengers. - Having a bus arrive at 15:03 is really frustrating as this forces you to get the bus that arrives at 14:23 if you have a 3pm class. If it was just a few minutes earlier it would be great. And my other point to mention is the similarity between the u5x and u5 timetable when travelling down the Cowley road. I notice that frequently the U5X and U5 buses are basically in convoy (or with only a minute or two separation) when travelling down the Cowley Road. I imagine that a fair few passengers are happy to use either bus (e.g travelling between The Plain and Corner House) and so it seems a little silly to schedule the buses in such a way that they arrive together. If they were separated by a larger amount it would reduce the waiting times along the Cowley Road and be a more efficient use of the buses. Thanks :)

The main issue in my opinion is every busses supposed to arrive at 50/53 at Wheatley are always late so that's make us arrive one hour early.

The times for U5X seem so sporadic.. either arriving at Wheatley just before or just after the hour.. people only take it to get to lectures - why not have it arrive 20 mins before every hour at Wheatley? The current times are rubbish because it's always, ALWAYS late

up to 3 hour travel time often

I would like to ask if it is possible to make free busses for students to get to wheatley campus. because we, international students pay plenty of money for our tuition fees and it would be great if it included buss fees as well. many thanks.

More bus from Crescent hall to Wheatley would be useful

Once waited for a U1 bus to the rail station which was 15 minutes late and was full when it arrived. Ended up missing my train.

As student teachers our timetable is often running through non-semester bus times, so during non-semester times the bus timetable does not meet the needs of my academic schedule- I have to get up ridiculously early because there aren't enough buses running to Harcourt.

I have to take a bus earlier than I need each day to ensure that I get to class on time. That bus does not run to Marston Road, so I have to get off at Gipsy Lane and wait for a second U5. The reason for this is because the U5 is nearly always full when it reaches Slade Park at 8:30am. I have heard that this problem occurs at other times in the day too. Another issue is that buses run from Marston Road back to Gipsy Lane at 2 minutes past the hour, which is inconvenient as students often miss the bus after classes. Despite these two points the service is generally quite regular and reliable. The buses are modern and clean.

There are not enough buses to go or to leave the Wheatley campus...

Very often that the U1 bus are coming late so that so many students were waiting at the stop. And then it takes ages to get all the student abroad. So , if that's possible, I think the bus should be more punctuate and probably more buses should be added during the rush hours (eg. 8-10am and 4-6pm)

My only issue is that a couple of times the bus did not turn up at all even though I was there in plenty of time before it was scheduled. This mean that I had to walk to university (from Slade Park) and missed the beginning of my lecture.

The scheduled times for the buses to arrive are too far apart. Very irregular service.

the card scanners are not accurate, don't work. Hence I ended up paying more, for the scanner not working. Drivers are a little rude and always in a rush to heard their flock of sheep (Students). The Driving is fairly rash at times, hard braking, quick pick ups. Drive off before you can put away your brookes key (the blue card that doesn't work). And alot more, just don't care to speak anymore...

for one of my lectures i have to go harcourt hill which involves me getting the u5 to gypsy lane and then the u1. this would be fine but the u5 service is oftern running late which means that i miss the u1 one and have to wait for the next one which means i am therefore late to my lecture. not only this but the u1 service is oftern to full for all of us to fit on it

The bus schedule at the stops are never accurate. The card scanner always has some problem or the other. It is not only the driving that is rash but the behaviour of the drivers is rash too!! The buses arrive and leave early from the stops. And then it ends up waiting for too long at one particular stop. Service many times arrive and leave early, the following service decided not to come. So, many of us end up just waiting 40 minutes in the cold staring at other buses, which run on time (especially Stagecoach).

I am clever and get the very empty 08:25 U5/1 that goes to wheatley so i dont really have many issues.

The buses home at 4-5pm should be doubled up just like the 8-9am ones are. Oftern the bus from Gipsy Lane is over full in the evenings. The bus says it can take 12 standing and oftern there are like 20 people standing

pricing

In the evenings the buses leave too close to the top of the hour. If the buses left at 20:10 then it would give students enough time to get out of lectures and to the bus stop and not have to wait around for another half an hour to get home.

U1 is generally a very reliable service, although I have noticed it has become increasingly busy this year - many 'Sorry bus full' notices! I do notice frequent delays in arrival time when using the U5 or U5X.

More frequent U5X buses, so much time wasted just waiting for them, could run longer perhaps until the academic day has finished rather than finishing at 5!!

Bus doesn't leave or arrive at times relating to the academic day. Also the U5X doesn't run on Sundays, so I have to walk to miles to catch the U1 every Sunday.

I have lectures that finish at 20:00 at wheatley and there is no U5X to get me home meaning I have to go via gypsy lane, A single U5x that left wheatley at say 20:15 would be brilliant

Sometimes it is too early or too late.

I don't think the University provides a decent alternative to cars, fair enough if they won't allow us cars but I don't think it's appropriate for me to have to wait an hour to catch a bus in the freezing cold as just one of many examples of the buses not providing a decent service. We need more buses running earlier in the morning at more frequent times.

Most of the time run in the opposite way. There is an improvement but not great according to our requirement. Moreover, why do we can get a pound journey with Stagecoach buses but not on any Oxford bus company. why to pay another pound after 11pm from Wheatley campus.

Lecture finishes at 7 on a tuesday when U5X bus stops running around 6, so have to get U1 to Brookes Uni then U5 to Slade Park.

The buses don't run at times suitable to get to Uni, you either get there 40 mins early or 10 mins late. There are at least 2 different timetables for it which it never sticks to either of and often they don't turn up.

The bus timetable would meet the needs of my schedule if it were to turn up on time.

In this semester, I have missed more lectures than I have attended for my business course, due to having to get the bus from the regal in cowley. The bus timings do not work well to wheatley, as there is variation in the journey length, and I have found the buses rarely arrive on the hour, causing confusion to students with timetables that always start on the hour. Hope this was vaguely helpful.

I find sometimes the U1 takes a really long time to get out of the city centre going back towards campus. If I wait say 5 minutes to catch the U1 at Turl st., sometimes it feels like it wouldn't take much longer to just walk back. It also gets really crowded very quickly.

I'm really upset because when the bus is full and there's obvious places upstairs the driver always doesn't stop n it says that the bus is just full. I've missed 3 lectures so far as the result of this. I also think the bus should also be stopping at park and ride stop as it is EXTREMELY inconvenient for the students who commute from London. I personally nearly got hit by a car whilst crossing that motorway in order not to miss the U1 bus.

I was under the impression that the U5 always went to Gipsy Lane, even if I went to Wheatley afterwards. I said I was going to Gipsy Lane when I scanned my bus pass and soon realised it just went to Wheatley, this is not stated in the timetable.

more buses running to Harcourt hill during the am

U1 busses are always late without fail in the early mornings, causing me to get up even earlier to get the 7:45 bust from headington shops. Just to ensure I'm on time for a harcourt 9am. That's ridiculous!!

I would prefer more buses around 8 am as they usually have gap around 30 mins between buses. This makes a lot of people run late

It would be very useful if, like the U1, the U5 ran every 15 minutes in order for me to get to my lectures at a reasonable time.

I personally think the U5 doesn't run often enough, especially after 19:00 and on the weekends.

I try to avoid using the BrookesBus, especially U1 due to overcrowding generally experienced on almost every bus now, and instead pay the extra for a SmartZone pass to avoid the hassle of the BrookesBus.

At Freshers Week it was ridiculous - I could not get to class as BOTH U5 buses passed me by for being full (at Corner House). I almost did not buy a bus pass because I thought I could not rely upon the service to get me there. I think that Oxford Bus Company should have foreseen this and ran extra buses this week only. Furthermore, it is ridiculous that there is such a long wait inbetween buses. They should run more frequently - say, every 20 minutes. The U5 is always full. Also, what is the point of your electronic boards at the bus stop? Half the time the U5 isn't posted and I get panicked. But, it will eventually show up, not having even been displayed on the board. Sometimes, the number 10 bus will also just show up. They are next to useless. Otherwise, I find the drivers to be courteous and the bus to be clean, and do not want to sound too negative. Once they do arrive, I'm happy. It's just I wish they were more frequent. And the first week of school sucked - ended up taking cabs. Thanks.

the bus that should drive from Clive Booth Hall to Wheatley runs infrequently and is never on time

Hi, I'm leaving in Clive Booth and the only U1 which stop in front of the PG center (8h17) is very often late. If we wait for it, and it is late, we must wait it because it's too late to go to Saint Clement's Street bus stop.

It quite often comes early or 20 minutes late! Doesn't fit my timetable especially, always having to get in very early. Generally reliable though

There has been two occasions so far this year where the U5X has not turned up resulting in me missing lectures. The bus is always at least 5 minutes late but normally even more than that! Also the bus seems to run so that I will either be way early for my lectures or way late...

Too crowded the buses and sometimes so people cannot get on.

The last U5X bus is at 6:10 (Wheatley campus) but there is lessons till 8 pm, how can be this possible? There is no U5X buses on the weekend, some students have to go to the campus on weekend. In my opinion there is no enough frequency in U5 and U5X buses.

Buses sometimes leave too early. One time, I missed the bus home on a Saturday after dark, because of this. During rush hours, the U5 Marston Road time at Corner House is set to 23/53 to, but usually arrives at half past and on the hour, same as the regular schedule. Some buses don't appear on the real time board, while others say coming in two minutes when the bus has arrived. I'd like busses to and fro every fifteen minutes that correspond with morning classes, midday classes, and evening classes. Now that buses go every half hour, if I miss one, I can walk and get home/to school earlier than if I wait for the next bus. Knowing that buses can leave earlier than the schedule and as shown in the real time information makes it necessary to leave home earlier than that you need to. Sometimes you have to wait nearly 15 minutes, so that sometimes I have ended up waiting for 20 minutes.

It is mainly the U5 bus service that causes most of the problems. I currently live in Slade Park where I have to get 2 buses in order to get to my lectures in Harcourt Hill. I have to get the 8:15 U1 in order to get to my 9am lectures on time, this is impossible due to the U5 service. Numerous times it has not arrived even when I get the bus stop in good time. And I cannot get the 8:53 U5 seeing as the traffic on The Slade is awful at rush hour. I find that I have to walk a mile to Headington each time I have a lecture. As winter arrives it'd be great to have a more reliable bus service.

I have lectures at 9am and I get on the U1 at St Clems. According to the timetable the 8.20 bus should get me there just in time, however, this bus is always late meaning I have to get the 8.05 bus when I need to be at Harcourt Hill for 9am and I end up arriving at 8.30 and having to wait half an hour before my lecture starts.

On a Monday and Tuesday (which seem to be the busiest days for the U1) there should be more frequent buses. One every half hour is not enough!! Then there will be enough space for everyone to travel to their destination.

Need the U5X to run later on weekdays and to have a special timetable for exams to accommodate Saturday exams.

During weekends..bus slots is of Half an hour time gap..so it would be better if bus slots would be of 15 minutes time gap..!!

The U5X stops its service from Wheatley after 6pm. When I have lectures till after 6, I have to travel on the U1 and then the U5 to reach home which takes about an hour in total. The U5X bus route allows me to reach home within 15 mins. It is such a waste of time! You should have the U5X bus route running till around 8pm

The buses should still to the timetable and not leave early. Sometimes I miss the bus because it has already left 5 mins ago and I have to wait 20 minutes till the next one.

Lectures and seminars usually finish on the hour or at half past the hour, however the buses leave at 2 minutes past the hour or 32 minutes past the hour. 2 minutes isn't enough time to get out of lectures and walk from the Marston Road campus down to the bus stop.

U1. there need to be more busses on the times of classes beginning and ending. there are too many people on the busses. you often have to wait for the next or the one after that which makes you late for class. they are already filled up in the city centre so by the time they reach gipsy lane it's impossible. extra busses in the evening when there's events at wheatley

The bus is rarely on time, and even when it is, it takes longer than it says so am late. As a result I have to leave 1 and a half hours before my lecture starts as the bus isn't frequent enough. Not only this but I have a lecture until 7 some nights. There isn't a U5x as it stops at six so I end up having to get a VERY cramped always full u1 then walk up Cowley Road in the dark alone, which as a girl can be quite scary. Numerous times a bus has driven past me and not stopped despite me putting my hand out. The buses are terrible and I have even been on one that has broken down. This is not ideal for my final year, but I have no other option. Sometimes the bus doesn't even turn up, and when I phoned the bus company, they didn't even say sorry just informed me that another bus had broken down, so the bus I wanted to take was cancelled, despite when I text the real time service and it said it was 2 minute away then never showed up! This meant I was late for my lecture and wasn't allowed into it. PLEASE IMPROVE THIS AWFUL SERVICE. Also a digital display on the bus stop would help as it costs money to text and I always get nervous that it won't turn up!

Bus drivers are often quite rude !

The morning buses are usually the ones that arrive late and get very full. The U1 that is supposed to arrive at the Brookes B1 stop at 8:20 is always 10-20 minutes late, meaning all students need to get the 8:05 bus in order to get to 9am lectures on time, this could be a reason why these morning buses are often full.

Peak times, the bus back to Harcourt outside Gipsy Lane gets very full very quickly of people just trying to get to the city centre. If people going to the city centre can't get on that bus, they only have to wait 5 minutes for another one, if people wanting to go back to Harcourt can't get on it, we have to wait half an hour for the next one and there's no telling if you'll get on that one either. I've had to pay four times for a bus into the city centre and wait for the U1 there. Priority on the Harcourt Hill bus should be given to those who are actually going to Harcourt. Or make the buses back to Harcourt more frequent between 3pm and 6pm.

The U5 is usually late, and does not give me enough time to prepare for my lectures when I finally arrive at the campus. Very disappointed with this service especially after paying for an annual pass.

The bus drivers do not care if you knock on the doors of the bus, it has happened several times that i got there just as they closed the doors - and they wouldn't let me in even if they weren't driving away yet.

I have back to back lectures on a Wednesday, and need to get from Gipsy to Harcourt in an hour - but the bus at 5 past doesn't go to Harcourt... only the City... so I'm always late for my lecture getting the 20 past bus because it's always late. Timetable needs to reflect a REALISTIC and ACTUAL journey time (not a journey time they want to happen), and the time needs to be coordinated with our timetables, not there's!

Since moving house for 2nd year, the bus stop i try to use always has full buses, making myself and my housemates having to get a taxi to uni to stop being late. i feel more buses at peak times are needed, especially that i am paying for it.

Very often my bus arrives at 8.24am at the slide towards marston full or allowing only very few people on. I then look for the next bus which is 8.52. This would cause me to be late for my 9 o'clock lecture. However I wait for the next bus. I find quite often an extra u5 arrives to take me which is great. However the time it arrives varies and it does not show up on the electronic board. So I am unsure whether to walk or take a taxi instead. Hopefully this could be

resolved. Many thanks for an otherwise great bus service. Rebecca

Bus drivers can be very rude

I have had no problems with the U5 service. However, I take the U1 to Wheatley every Tuesday at about 4.10 and this service is often very full. One week the next scheduled bus (which would have enabled us to get to our lecture on time) did not turn up, and the one after that was also late, meaning that we missed 25 minutes of our lecture. The bus service returning from Wheatley from 7pm is very overcrowded aswell, so it would be great if there could be more than 1 bus running at a time in order for us to get home quicker. Thank you

In the Paul Kent Halls bus stop, the UX5 is supposed to arrive at 8h28 and drop us at Wheatley at 8h50. It NEVER happened and were already ending week 4. Around 100 students always miss the first lectures... Too bad!

It has got to the point that the bus is so frequently late or does not show up or is full that I have to get a bus an hour and half earlier than my scheduled time to ensure that I'll be able to get to a lecture. Today, as an example, the bus claimed to be 'full' despite the fact that I could see a good 10 seats on the bottom floor. It is unacceptable for this to continually be happening. The drivers are very rude, inconsiderate of people's needs and requirements (which I will expand on briefly) and are generally very unfair and poorly ran. One incident I would like to specifically bring to your attention occurred on the 12th October (of which I have already notified Oxford Bus Company of) in which the driver refused to take a disabled passenger because he 'didn't have time' and yet had substantial space and as far as I am concerned- you MAKE time. It was evidently a case of 'I can't be arsed' Whilst being on the bus I have witnessed the driver being exceptionally rude to various other Brookes students when they ask questions regarding the bus service. In addition, two of the U1 drivers do not drive very safely at all, often veering to avoid cyclists and the road sides. In one particular instance, one of the drivers did not slow down quick enough and began shouting in fear that he would hit the vehicle. Generally speaking the staff are very rude and inconsiderate. They often make remarks like; 'F**ing hurry up' when people are leaving and boarding the bus which is unacceptable. Personally, I think given that people spend a fortune on passes after the first year and the most basic of requirements are not met, it is absolutely unacceptable.

I live on cowey road with people who go to wheatley campus. They are able to get either the u5x or the u1 whereas I always have to get the u1 as we don't have a u5x that goes to harcourt. First of all I would like to know why there are 2 services running to wheatley and only one (always very full bus) going to harcourt. As the route is through town there are a lot of people who are not at the university which often means the bus drives past us at st clements stop. Because there are only 2 an hour going to harcourt if the second bus drives past we don't get to lectures until an hour late. I just want to know why wheatley users get 2 bus services and we only get one which is unreliable. Granted it always turns up eventually but often too late.

The U5 runs at times that do not suit lectures etc, being scheduled to arrive in Marston too late for a lecture that starts on the hour.

For the last question, it meets my needs in the daytime, but lectures can sometimes go on until 8pm and the last U5X is just after 6, so it means having to get two buses and even then, the U1 gets full and it's a whole extra half an hour waiting around in the freezing cold. Lots of time wasted for what could be effective study time.

The U5X is hardly ever on time and it comes only by the hour, and also it doesn't go from wheatley after about 6 so people who have lectures till late cant get the U5X straight home after a long day instead we get the u1 and then switch to the u5 at Brookes stop Headington, which is very stressful especially when its winter.

It's incredibly strange how two U5 buses arrive at 0823 at Paul Kent Hall. The next one is at 0853, which is never never never ever on time!!! At least 10 minutes late every single time! I have been living in this area for about 2 years and this matter is extremely annoying as it caused me delays for lectures or submissions, I would happily bike to campus, but I just can't when I am carrying big materials for my studies and in desperate need for a bus. I heard several other people complain about this fact. I understand that it's rush hour and you are probably thinking of the number of students travelling at that time so you schedule 2 buses at the same time, but these two reasons are exactly why we need more organisation in times Suggestion: there should be more U5s, I understand the difficulty of the matter with all the budget cuts, but it's only a suggestion. It is the only bus in Oxford with this route. The 10 bus doesn't make it to the university and the red buses from the city only make it to the Wood farm. While there are so many U1s even though there are other buses like the 280 that go to Wheatley Campus. Thank you.

U5X to last longer, and to at better times as lessons start on the hour and often the bus times mean you arrive either

too late or too early. On top of that, i finish lectures at 7 every day and the U5X stops running before then.

I catch the bus from the highstreet. It has NEVER arrived at its published timetable at this point! Last week 2 arrived literally 1 behind the other. On my last journey (wednesday morning last week) I got on at high street at 8.06. We reached wheatley at 8.57. That is too long and nowhere near the timetable - and was not helped by the fact the bus parked at headington for 10-15 mins! Buses returning from Wheatley to town at midday are chaotic on a wednesday too. The timetable doesn't seem to reflect when people actually want to arrive and leave the campus...

The bus drivers are often rude and are rarely willing to hold the bus for you if you get to the stop just in time. I feel this is completely unfair especially when they only arrive every half an hour!

If the U5X was ten minutes earlier then we would get to lecturers 10 minutes before the started rather than when they started .

Always late. Dont run late enough, i cant get back from wheatley twice a week with late lectures, often late in due to late buses. ive paid £215 for the bus this year, should get some form of a decent service

The bus is ALWAYS too full. It's uncomfortable, sometimes I'm unable to board, I feel claustrophobic and almost have a panic attack. The bus times need to change and they need to be more frequent. My friend who is in a wheelchair can rarely get on as it is always packed.

Not enough buses in the evening from weatley. Rush at 7pm on Tuesday to get 300 students on one bus have to wait ages, and now not allowed to park in weatley due to fines etc spend last part of seminar thinking about how to get to the bus. Very annoying especially as its dark at 7 and very cold!! Have had to wait for an hour to get onto a bus!

Coming from divinity road, the bus can sometimes be fine, and i get to lectures on the hour fine. But most of the time it comes in at 5 too and there isnt enough time to get to the lecture prepared say with a coffee in the winter months. Therefore missing the start of the lecture. could timetables maybe be regular every hour to arrive at quarter to, so its regular, and everyone knows exactly when to leave and when they arrive!

The cost of the bus and the the times that it runs should have it to get to wheatley for 15 minis to the hour.

Some of the morning buses are late due to school kids just before wheatley campus and they crowd the bus.

very expensive

drivers appear rude and late

Morning busses are often late and irregular and sometimes do not turn up making the next bus too busy.

price has gone up would have liked it to stay the same or to have student rate.

A lot of students have their lectures after 7pm, but the last UX5 is at 6.10. It is really uncomfortable to get home - I spend 1 hour 20 minutes to get home when UX5 can do it in 30 minutes. Also sometimes buses leave BEFORE the sheduled time which is really annoying especially when the next bus is 1 hour after that.

U5X often doesn't turn up or is either early or late, never on time..

bus drivers sometimes grumpy in resoving small issues

The bus services need to be more regular for such a vibrant student city. The idea of bus coming every 55 minutes does not add up in a typical busy student's schedule. Please take measures to insure the busses come more frequently then just 1 hour time different.

I travel from Chipping Norton and feel it very unfair that there is no bus service to cover Marston Road from the A40 side of town without having to go into the town centre and then catch a bus back out again. A bus from the P&R at Peartree would ease traffic and parking congestion in the Marston Ferry Road site. There is currently no facilities for parking near the university campus.

more buses should be running esp during morning and after 4 pm when classess finises.

Standing in front of the bus AND knocking on the door repeatedly but being ignored entirely by the bus driver and watching them drive off though I was punctual and right on time to catch the bus. Was also forced to pay for 4 months worth of bus fares to work and travel because my bus pass had supposedly expired though all of my friends were able to use their cards on return to oxford and had the exact same halls contract and residence as I did in Harcourt.

Slow down the bus the last few times I have caught the bus I have felt sick for about an hour after

I would like the U1 to run slightly more frequently. Other than that everything seems perfect.

The bus never comes on the time stated and when it does come it sits for a long time and leaves later than stated

The U5 is reguarly the old buses which means that we don't get to see all the adverts that are relevant to use as we have no TV or poster space. There really needs to be more of a mix.

There aren't busses often enough