

Appendix1: Results from a survey circulated via email to Disabled Person's Pass (DPP) Holders

Survey was open from 25 April – 2 May 2024 inclusive.

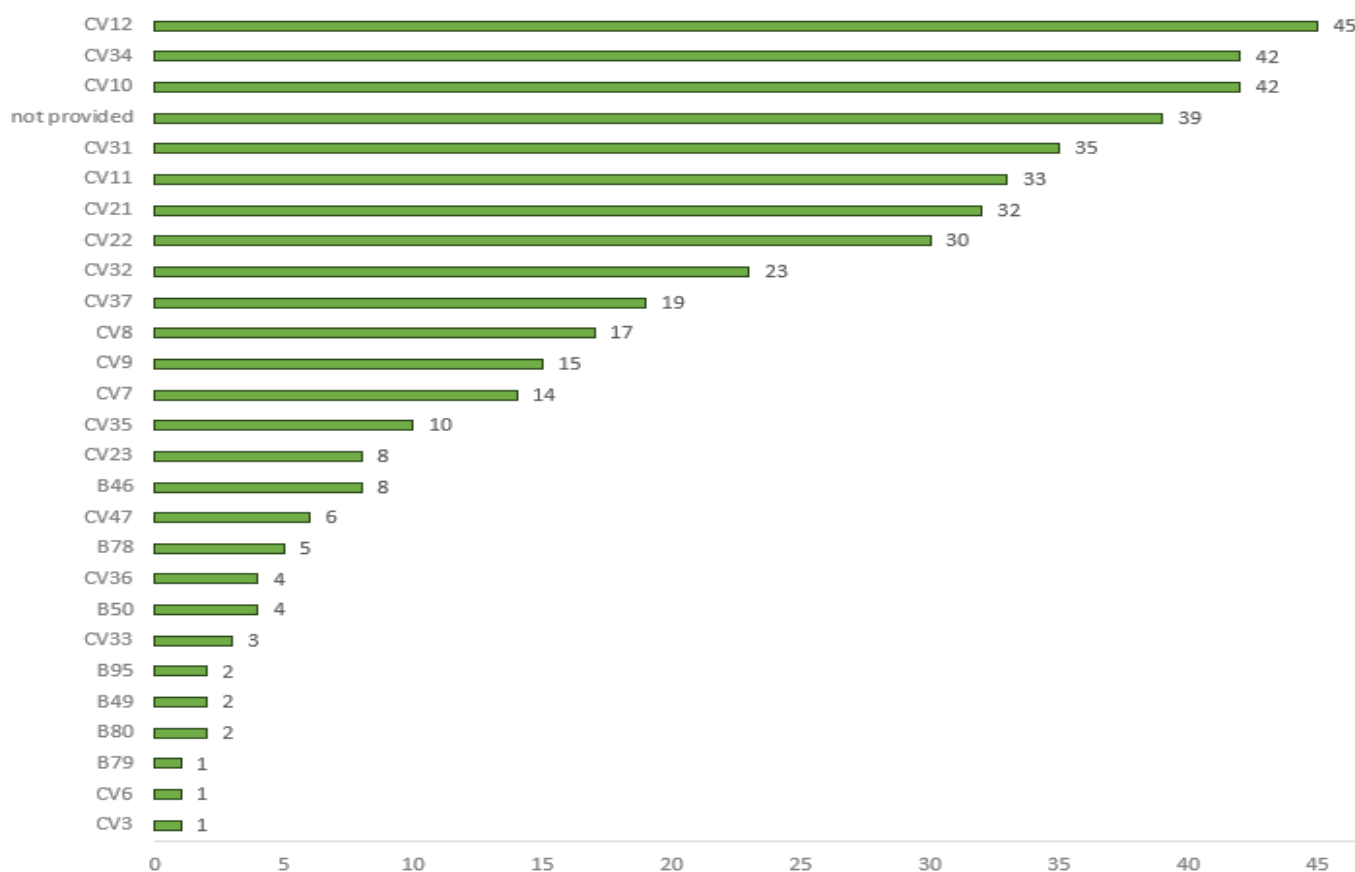
Do you currently have a Warwickshire disabled person's bus pass (DPP)

	No of respondents
Yes	432
No, but I am a carer for a passholder and answering on their behalf	11
No	1

Results are therefore taken from a sample of 443 holders of disabled person's pass (DPP) holders. This is a 29.78% response rate from the 1491 successfully delivered emails. There are 3530 DPP holders, but we only had email addresses for around 42% of them.

Postcode prefix areas of respondents

Respondents by postcode area



Do you currently use your pass AT ANY TIME for any of the following?

(Multiple answers were allowed)	No of respondents	% of respondents
Getting to or from work	100	23%
Getting to or from school or college	28	6%
Getting to or from another type of training for employment e.g. apprenticeship	35	8%
None of the above	303	68%

Were you aware of the trial of all day travel for holders of disabled person's passes?

This was agreed by councillors last year and runs until 31 July 2024.

No	165	37%
Yes	278	63%

N/B. Emails were sent to everyone with an email address. Everyone else was sent an SMS, or a letter if we had no mobile phone number.

Since August 2023 have you used your pass before 9am on a weekday to get to WORK

WORK	No of respondents	% of respondents
Yes - more than once a week	63	14%
Yes - more than once a month	16	3.5%
Yes - occasionally	47	10.5%
TOTAL	126	

Since August 2023 have you used your pass before 9am on a weekday to get to SCHOOL OR COLLEGE

EDUCATION	No of respondents	% of respondents
Yes - more than once a week in termtime	10	2%
Yes - more than once a month in termtime	4	1%
Yes - occasionally	9	2%
TOTAL	23	

Since August 2023 have you used your pass before 9am on a weekday to get to TRAINING for employment

TRAINING	No of respondents	% of respondents
Yes - more than once a week in termtime	11	2.5%
Yes - more than once a month in termtime	5	1%
Yes - occasionally	25	5.5%
TOTAL	41	

Since August 2023 have you used your pass before 9am on a weekday for any other reason?

	No of respondents	% of respondents
Yes	216	49%

	No of respondents	% of respondents
Attending a job interview	19	4%
Shopping	106	23.5%
Medical appointments	191	43%
Leisure	57	13%
Other	17	4%

'Other' included;

- Volunteering (six respondents)
- Visiting and support family (four respondents)
- Job centre (one respondent)

If you have any other feedback please add it here.

ID	Feedback received
12	I wish I knew because I have been waiting for this to happen
24	I would find this very helpful with hospital appointments
25	It has been very useful for medical appointments we're I have to attend at 9am especially in Coventry at the hospital
33	This should be permanent
38	Being able to use my pass before 9am is brilliant. It has enabled me to access things I would otherwise have had to turn down. Please keep this service going for those of us who do not have a choice to drive or not.
39	I found it very useful for my medical appointments
41	I've never been able to use my bus pass before 9.30am
47	Being able to use my pass before 9am has helped alot. Both my children attend school in Stratford and it means I can get them to school if I'm unable to get a lift in. It's also given me more freedom, I can attend hospital appointments easier and meet friends for breakfast before going to work
48	A really good idea to extend the times that the pass can be used - especially for 'working age' people (who generally need to be at the workplace before 9am). I hope the service continues.
51	I often have appointments at hospitals which requires me to travel before 9am to make the appointment on time. Being able to use my bus pass is a financial godsend.
53	This trial has impacted on my availability to work earlier shifts without worrying about the additional costs or finding bus fare. I have also had several medical appointments early morning where I have travelled before 9am. Thank you.
55	As I am a wheelchair user, I tend to use the pass before 9am because its not as busy, even though there are designated spaces for 1 wheelchair, after 9 am these can be in use or buses full so no room and I would not expect a paying passenger to get off the bus to make room for me. Due to my ptsd I also get very anxious when the bus is busy so travelling earlier means I can avoid this, I work part time from home but my contract is moving to loughborough, this means I may have to commute on the bus, like I did pre covid, this would entail a 2 hour commute on the bus to start for 10 am, so would need to leave at 07.30 on the bus, so if i do have to commute, the current process would be my only way to afford to travel
59	I think its a great idea to have this in place especially travelling to hospital appointment and drs
61	I have used the concessionary bus pass for the park and ride in Leicester at reduced fare which have been very useful to get into work.
64	I often have to catch a bus before 9am and I'm really grateful that I've been able to use my card each time. It has saved me quite a lot of money since the trial began.
68	i was refused travel at 845 as driver was not aware of new rules and i had to wait for another bus later
71	I just think it truly great for disabled people who can't drive and get anywhere or like my self who are waiting for a new car from motability brilliant gave me freedom to still get out
73	For those who rely on the use of public transport, the use of the pass before 9am has been invaluable.
75	Having this pass has helped me no end. I have mobility issues and walking far is impossible. But I can get on the bus to get bits I need. Especially lucky as I have a bus stop right outside my home
79	This trial has given me more freedom to travel. I have welcomed it very much and would definitely welcome it to stay.
80	I live on the warwickshire/West Midlands border so it's been invaluable to me as most of my business takes me across that border, and I can do it earlier. Less people around.
81	Would be nice to have Carer's bus pass, as I always travel with my carer
86	It's nice to be able to travel before 9 sometimes
87	Very satisfied
91	I wouldn't get to college without it and it means if I need medical appointment I can make early as sometimes they are in cov which means that take quite few buses to get there. This way I'm home for kids when home from school
93	I find it very useful as with medical appointments can mean getting to the doctors or the hospital before 9am

ID	Feedback received
95	I think it's a great idea to keep the time before 9am
98	Is good that you can travel before 9,so I don't have to rely on my daughters
101	It's very useful for when you have got a early appointment
106	This really helped when I've had appointments at Coventry at 10.30am I catch 2 buses to Coventry
107	I have used my card for appointments before 9am.
108	Being able to use my pass before 8am has opened up many doors to me and helped financially.
109	My answer was no for question 4 but I only found out off a bus driver when my pass wasn't working with all the elderly people on the bus, until then I made sure I had doctors and hospital appointments after 9 am
112	Shopping = I am autistic and the pre 9am means I can use "autistic quiet hours" used at stores
114	having the use of my disabled persons pass all day since last summer has been very helpfiul. however , the news of this trial was not broadcast much and there have been numerous occasions i have boarded a bus before 9am since the trial and when going to use my pass had the driver try and stop me to tell me i cant use it before 9am. i am articulate and understood my right during this trial period to use it before 9am but others when being told by the driver they cant use it may not have understood the diver was wrong or if the did not be able to stand their ground in an assertive and respectful manner so would not be surprised if this has caused issues. none of the buses i have got before 9am in the last year has been full and when i get the bus it is due to substantial mobility issues and having no car
115	As a wheelchair user, very helpful that I Attend early hospital and doctor appointment with the help of the Bus before 9 am, it has been very helpful and I appreciate it
119	i volunteer in my local cancer research shop in nuneaton which i use my bus for mostly
120	I find my bus pass useful getting to appointments
124	I am so glad I have a bus pass I enjoying getting out and about on wheelchair and scooter
125	I use mynpass to travel to and from doctors/ hospital appointments. I did not know you can use your pass before 9 am, I always thought it was after .
129	There has been the odd occasion where it's not worked and they've said I can't use it till half 9 but apart from that the scheme has been very useful.
130	This scheme is most useful and caring
133	Not very well advertised didn't realise i could use before, 9am
135	It is used to get me to and from my Hospital treatment which is 3 times a week every 3 weeks and also GP and other Hospital app and to go shopping
136	Use bus help.out about if on time appointment or shopping or mind
137	It's really useful that I can use my bus pass at anytime of the day midweek.
138	Being able to use my pass when needed, instead of at certain times only, very helpful and really important.
140	Make a huge difference to have the freedom of early morning timings.
143	It is very helpful to be able to use before nine
144	This needs to stay in place. Many disabled people still go to work. Also a few more late buses would help for leisure.
148	It needs to carry on, mostley are elderly people are up super early and getting on a bus at 7-8-9
153	I found it very useful , because most of my hospitals appointments are in Coventry at 10/11am. I do not drive so I have to catch the bus from Atherstone to these appointments. Before last August I use to have to pay one way fare or part of it
155	It would be great if the disabled bus pass continues to be used anytime of the day
156	I hold the pass just in case of emergency and I can't get to hospital/doctor visits etc
158	People with disabilities lead normal lives like normal they need to use the bus at peak times. Using the bus is a lot easier than getting in a car and parking
159	Hope my answers have helped, the bus pass has helped me enormously. Many thanks
160	I use it to do my shoping go doctors hospitals for all my needs
161	I am happy with it on the bus to go town anywhere

ID	Feedback received
162	Would have been advantageous to have had a companion +1 with me sometimes, despite fact am able to travel with my Assistance Dog. (Deaf/Neuro-Divergent) I don't at present fulfil all criteria for +1 as written)
163	Now that I know I can use it I will thankyou
164	I think it's important to keep this free to use before 9am. My requirements for utilising this may increase when my youngest child starts secondary school and I may go into the office more frequently. Being eligible to have a disabled pass doesn't mean you only go out after 9am, this implies it's only retired people or disabled people who cannot work who should have free travel, so only allowing us to use at quieter times, which isn't fair. I am eligible for free travel due to a sight problem, and luckily I can still work currently, so I shouldn't be penalised and made to pay before 9am.
165	I would use my Pass more often if not regularly if I had the capability of reaching my nearest Bus Stop, only 1/2 a mile away but may as well be 100. I use my car but have the Bus Pass just in case.
166	I think it's an excellent facility to have for all disabled people who travel to work and appointments and really grateful for the changes
168	I'm sorry I knew nothing about itbut it seems a good idea because when I have an early morning hospital appointment at the university hospital I wouldn't have to keep paying £60 there and back for a taxi ...I hope it continues
170	I updated my disability bus pass with one of your colleagues and team Simi a few years ago and I have not used my bus pass since I visited my father in Coventry who is Ukrainian and his wife [redacted] from Lviv on the X18 last February March 2023 I also visited on the X18 my son [redacted] and his girlfriend [redacted] in Coventry Gibraltar close to visit my baby grandson [redacted] I shall hopefully get in touch with you all soon maybe [redacted]for a quick update on my health and situation I haven't visited since because of the Ukrainian war and cannot visit again something very serious happened regarding King Charles III letters.
171	Very useful to be able to use bus pass for early morning hospital appointments and getting to work.
175	I find it invaluable, & gives me a freedom I never had previously
176	Use bus pass to go to town, Coventry and hospital *
179	As a blind and mentally challenge person, it has been good for me as I cannot do money to go on the bus.
180	Adding travel to work on the disabled pass was a big benefit to me as it means I no longer have to travel out of peak time to get to the office
181	It has been so useful to be able to have this facility
186	Being able to use my Disabled bus pass before 9 a.m. has enabled me to attend early morning hospital, physiotherapy, G.P. and other medical appointments which prior to this trial I would have had to cancel or re-arrange for another day at a later time. My medical condition, Motor Sensory Neuropathy, not only affects my mobility and ability to walk but as the day progresses I get more and more tired and getting out and about becomes more and more difficult as the day goes on. This early access has been really beneficial and is very much appreciated. May I take this opportunity to thank you for running this trial and I hope the trial can be extended beyond the current expiry date and hopefully be made permanent for disabled badge holders.
190	Passes for Disabled need to be 24/7 not everyone needs transport in normal day working hours
191	Very useful to get me to my medical appointments. Plus very good for going out for long day trips so I can be out earlier and for longer if I wish.
196	I think you should keep it like this as alot of people av medical oppintments
197	Hospital appointments run from 9am so this is useful to be able use my pass before 9am
198	This service has been really beneficial to me and I wish for it to continue.
199	I think it would be helpful has like Coventry if you could use your pass on the local trains also this would be really helpful
205	Having the bus pass work before 9am has made my daughters life much better!
207	All day concessionary travel is essential for those who do not have access to a car.. please continue this option..
208	Using my pass for school before 9am meant I had to pay for my morning bus tickets to get to school, which was making my pass useless in the mornings. This was before the change in time.

ID	Feedback received
210	No disrespect to students but being a disabled bus pass holder it's not advisable to try and board a bus before 9.30 as the buses are packed with students going to various universities or college which makes things a little awkward however at weekends an earlier boarding time is great
212	Very helpful as some of appointments are before 9
213	Having the opportunity to use the disabled person bus pass pre-9.00am is helpful for mobility when needed. I found the previous post-9.00am setup frustrating and illogical.
214	It has been so useful to use the service before 9
218	I have lots of hospital appointments and they make them early. So in order for me to get to them I have to leave very early so it really helps that I can use my bus pass. I'm in a electric wheelchair and it can't be folded down. So the bus is my only way.
219	It is much more convenient being able to use my bus pass before 9am especially if I have to travel to hospitals further afield for appointments.
220	The pass have really helped me save abit of money when going to appointments etc. Much appreciate it
221	I did find it helpful to be able to travel before 9am but this for leisure or shopping purposes which I appreciate was not the primary reason for the trial so would understand if for me this option being taken away
225	I need this as it is helping me to get to school
226	I like the fact that I can get to work using the bus
230	My Disabled Bus Pass enables me to use the Bus independantly
232	Being able to use my pass before 9am is very useful and I hope it remains.
233	I do volunteering this gives me more flexibility as to the hours I do
234	Being able to use my bus pass before 9am is essential for me as a blind person travelling with my carer and I very much would like you to continue the scheme after the trial period please
235	Unfortunately I didn't know about the trial, I want to use the badge to get to and from school, but the buses drivers won't accept it before 9 am, and this was the main issue.
236	Travel before 9am provides flexibility especially when attending medical appointments
238	Thank you for allowing us to use our disabled bus pass - this had enabled me to use it to travel to work at 7.00am to Coventry and back. Prior to this I had to buy a stagecoach pass every month to use in the morning.
239	My pass was refused before 9am I put in a complaint but never heard back this put me off trying the pass again for a while
243	It's great idea. Now I know I can get going a bit earlier in the morning.
245	Yes it's been so helpful being able to use my buspass before 9am thank you
246	I use the disabled bus pass before 9am to attend hospital appointments Which is fantastic!!!
247	Because the bus pass can be used anytime it means we can get a bus earlier, otherwise we would have to wait until 9.55 before we can travel in the week. So we could book earlier medical appointments.
248	I'm going to loose this very wonderful asset in July. Because I'm old. I will still be disabled and blind. I'm not getting my sight back or health. I can not understand why I loose this wonderful asset. I thank the council for this, I will still be the same after I'm 66.
253	I have really benefited from being able to use this service and would appreciate it being continued
255	The ticket is valid from 9.00, but sometimes there is a situation where you need to get to the hospital, for tests or to the doctor earlier, then you have to pay for the ticket or use a taxi.
259	Very grateful to have had not to worry about getting to where I need to be or getting late appointments and worry about missing the appointments.
261	There is no extra cost to council for us to use it before 9am and buses are hardly full, IF THEY TURN UP, so it should be allowed to continue
263	This change was a good thing for me due to hospital visits, The BIG problem is I have to change busses at Windmill Road so this change only works for one part of the trip. Once in Coventry does not work and still have to pay for a ticket
267	I was charged £2 by a driver since trial rolled. Clearly was not aware.

ID	Feedback received
270	Didn't know we could use before 9 as I've been paying on the buses in Oxfordshire as they said could t use before 9 am
272	The pass holder generally catches the bus to work at around 0915am. Very occasionally he is required to catch a bus prior to 0900am.
275	Being able to use my bus pass before 9am has given me a positive outlook and it makes me feel able to get to work if I needed to and also to attend medical appointments. It is a really good idea and I hope it continues
276	It would really help if my carer could travel with me on the bus without them having to pay.
278	Changing this to anytime has really helped me out with getting to work for 8am instead of walking which take alot out of my legs I have been able to save energy and save myself alot of pain and I really don't know how I will cope if it goes back to 9am
279	would like a cancessionary for train plz
282	It's been extreme helpful to be able to use the pass before 9am as I mostly use the bus to get to and from work as such half my journeys are before 9am. I can't drive so public transport is my primary mode of transport.
283	I have used my bus pass to get to hospital appointments early in the morning.
285	It would be very helpful if carers could also have a travel pass, as it is often more expensive to pay for a ticket for a carer than to travel by car.
287	Being a disabled person who is working has meant that I can still use the buses to get to work when needed. This has been really useful.
289	It's useful because It means that I don't have to pay otherwise I would have to wait for 9
290	Would like to continue to use before 9am as it has been invaluable for early medical appointments.
291	I am leasd to be sable to use my bus pass whenever I need to regardless of the time as it makes me feel more equal to others without a disability.
292	The access for all times is valuable for me to use.
294	I think being able to use the bus pass before 9am is amazing. I lost my licence after an epilepsy diagnosis and was devastated. Having the freedom to travel before 9am is fantastic and I truly appreciate it!
298	It's a massive relief to have a bus to think you don't have to worry about having money I hope that this continues for many years to come 🙏
299	It has been a good addition to have the hours extended. I would be disappointed if they were reduced again as, while I understand that there are budget implications for the council, I feel that it is not fair to penalise disabled people, particularly those who are still working and trying not to rely on benefits etc.
301	I love having the pass but living in whitacre heath with no bus service I still need someone to get me to where there is a service.
304	Used bus pass early to do volunteering.
307	It's a brilliant idea as I'm a early riser
312	Im worried to hear that the busses might be taken into WMCA ownership if labour win the WMCA Mayor election next month, as warwickshire is outside of this i fear they will remove the routes that travel to our area, I dont have the confidence to drive so losing the X13 NXWM bus from coleshill to birmingham would be devastating for me.
314	With being able to travel be for 9 in the morning it helps with hospital and doctors appointments with out having to reschedule them
316	This has Ben very helpful to get to hospital appointments and medical reason.
319	I find my bus pass very useful and I appreciate it very much as I cannot drive. I like taking my son to school using the bus and he loves it too as there is a bus stop very close to our home and school is opposite the bus station. Thank you.
320	Before 9am is great and a good option so that I'm able to get to early appointments.
321	Would love this to carry on as found it greatly useful being able to use my pass before 9am
322	It's very useful for getting around especially work or college
326	It is very helpful to know that if I had to get somewhere I am not restricted by time. Bus journeys can take far greater time than making the same journey by car. So being able to start my journey early helps me not feel guilty that I have to put people out inyo having to take me to appointments. Gives people like me more freedom and independence.

ID	Feedback received
327	I use my bus pass everyday to get to and from work, to go to the gym and into town as I have no other way of commuting around my area, as I can't drive. I feel it's been a great help for me and saves me a lot of stress and hassle to not get worried about transporting myself around.
328	Thanks for bus pass its very helpful.
333	I am very grateful for this service as it has given me more independence.
334	Now that I know I will use my pass in the morning. Without being told I have been paying for half a days travel. For future trials can I suggest improving communication
336	<p>I've found it difficult as a powerchair user to have any certainty that there will be space for me on a normal public transport bus. I have however found that IndiGo Plus bus is GREAT, I know if I book a journey indicating I'm a wheelchair user, I will have a space allocated to me. I've only recently been using the service due an eye operation, but now I'm very likely to be using this service with my disabled bus pass as a way of getting to and from hospital appointments in Warwick, as it takes away the stress of trying to find a parking space, and needing someone else to take me there and back.</p> <p>I'm really happy that disabled people are not being penalised for wanting or needing to travel on a pre 9.30am bus.</p>
339	<p>Being able to use my Disabled Bus Pass before 9am would open so many door to opportunities that I would not be available to me easily or would mean I would have to book an expensive 'fully booked' Taxi's or have to ask a family member to book time off to take me instead. I really do hope the decision makers at Warwickshire County Council seriously considers making this a permanent decision and liberating Disabled Bus pass users the ABILITY to move freely around the County just like all the other bus commuters. Myself, and probably like many other disabled bus pass users, used to drive a car and live a life of independence, jumping into my car whenever I wanted and going wherever within the Country. The decision to extend the travel window for my Disabled Bus Pass, has been the nearest I have felt to becoming independent again, and I am already dreading the thought of timings going back to how they were in a few months time. A Humble request to please keep things how they are with the new travel window and the dream would be to be how I was before I became disabled and be able to get on a bus in Warwickshire 24 hours a day 7 days a week. Many thanks for this opportunity to express my views and my apologies if my thoughts are a little far fetched, but all great things come from a simple idea.</p>
343	<p>I am not currently able to leave the house as I have to raise funds for a high needs power wheelchair to be able to go out. As such I can't access any health care, education or support and have multiple disabilities including a condition that affects so many parts of the body and its systems that I am supposed to attend hospital appointments throughout the uk, in different specialisms....I should be having daily physio and hydrotherapy bi weekly, plus any social activities I might manage. All would depend on access to bus travel using my concessional bus pass.no one in my family or support network drive or have access to a WAV anyway so public transport it vital and many appointments or travel plans require using buses before 9am to get to local appointments or to begin a journey early by bus that continues to Manchester, London, Shelfied or west midland are by train.</p> <p>This is the only option I have as patient transport out of county is repeatedly cancelled or have no availability on the day dispute booking months ahead, and then having already waited 12-19minths for some specialism meaning back to another lengthy wait and risking a patient transport ambulance suitable wouldn't be available. I am a revolving door patient because of such things.</p>
347	<p>I think that this is a great idea, as this will help me and others with hospital appointments and doctors appointments, instead of trying to get a appointment after 9am. I am also extremely grateful to Warwickshire County Council for accepting my disability and supporting me with my transport to and from the hospitals and doctors as well as other places like supermarkets etc etc. Let's hope that this is successful and long may it continue to help disabled people like me, by giving us more flexibility and freedom with this free trial. Once again thank you for all the support.</p>

ID	Feedback received
348	I live in Warwick I can't drive am disabled my mobility scooter won't get me to leamington or whitnash so need to use the bus service. I travel from Warwick to whitnash regularly to see my mum who has dementia in a care home in whitnash. I also take my mum into leamington town to get her out and about so need the bus for that. I also have used my pass to get to whitnash then to leamington then to southam to visit my dad who is in nursing home in Southam and back to whitnash then Warwick. I really like being able to catch the bus early in morning as it takes 40mins to get to whitnash which still gives me plenty of time with mum before her lunch and activities she does. Also it's so important I can catch a really early bus for when I take my mum to Southam if I leave at 9am in the morning travel to whitnash get my mum organised then wait with her at bus stop to go to leamington to then wait for the Southam bus which if I miss times it means we are waiting for nearly an hour at times for southam bus. Once on the bus it takes such a long time to get there. We barely get an hour with him. As I then have to wait in southam for bus back to leamington then onto whitnash drop my mum back at care home then catch the bus to Warwick it's around 6pm when I get home I'm left exhausted and in pain from the jaulty fast speeds some of drivers go at. I truly benefit from being able to catch an early bus. Have never understood why we can't makes no sense and I feel it's limiting for disabled people who have medical appointments and don't drive nor like myself have anyone I can ask for a lift. So it's absolutely a necessity and a human right to use the bus at whatever time I need to catch it.
349	Have found it very useful to use before 9 am for getting to doctors and hospital appointments
350	It has literally saved my life being able to use it before 9am! Especially in this economic crisis we are in!.
352	If I had been aware the rules had been changed I would have been able to use the bus instead of other forms of transport to get to some early appointments.
353	When I received my bus pass I read the information that came with it and I have never been very happy because we couldn't use it before a certain time, I find this VERY discriminating due to the fact that I don't have a disability certain times of the day or certain days of the week, I have it 24/7 !!!
354	This is very helpful
356	I have COPD so have to be careful if I go out, and the bus service to my area has been cut to the bare minimum, it was serviced by Stagecoach, but they took the serine off. It is now serviced by Arriva, if I get the bus from where I live to our local shop, I can't walk the distance to the bus stop to get home because of the route it takes, so I just have to rely on neighbours to go for me when they have time
358	Completed on behalf of my daughter, who volunteers in Kenilworth, but had to travel from L:eamington daily to do so, leaving at 08.10 hrs, thereby incurring quite a cost to her which she paid from her benefits. She has now moved to Kenilworth, so no longer uses the bus at such an early hour. The expansion of hours to all-day meant she was able to continue to volunteer at no cost to her, which helped tremendously
361	I found it nice to be able to go shopping before 9am
363	I have to pay 1.50 before 9 on bus.stage coach won't do it at all before 9 you have to pay.
365	I have found it very useful to be able to use my bus pass before 9am, without this option I might not be able to get to some appointments
367	Being able to use my pass before 9am has been very useful as it allows me to get to work more easily since out office moved to Warwick. Disabled people also have jobs, and work, so being able to use the bus is a godsend, other wise I would have to be isolated working from home a lot more.
370	I would use it more before 9am for work but since stagecoach changed their bus routes there is no longer a straight through bus for my 2 mile journey to work and I have to use two buses which don't connect and can sometimes take 2 hours, most of which is spent waiting. In principle though I think it is an important thing to be able to use my bus pass before 9am as work is what I mainly use it for.
371	Knowing that I can use it before 9.00 o'clock is ideal as I have early appointments
372	Extremely important that it is available
377	It has been really useful being able to use my pass before 9am
378	Good service
380	I think being able to use your bus pass can be very useful not limiting you to using it at certain times

ID	Feedback received
381	The pass has saved me almost £100 per month. I work full time for WCC for the library service at various locations in Warwickshire. Prior to July 2023 I would not have been able to use a disabled person pass before 9am, which is why I have one now. Please bear in mind that with the cost of living crisis, every penny counts - and the lifting of the time restriction is very,very much appreciated and is of great importance to my independence. Thank you for making my so much better.
382	it helps me get to work on time as i start before 9 am, which in turn helps financially
385	Why can't you use your bus pass on any bus in any town, city and place a disabled person needs to be able to get around easily and the bus is the most easiest transport.
387	I have a brain tumour and cannot work anymore. Having a bus ticket that is free at anytime of the day is extremely helpful
388	can we have train travel?
389	Used in the Lake District
393	Totally support the extended hours. Those working or at college need that flexibility.
396	It is wonderful being able to catch a bus anytime without worry
402	Having the all day pass has really helped with my job on minimum wage and otherwise it would have cost me to agree to work before 9am
404	Helpful to be able to use bus earlier
405	I like the pass to work from 9am
409	I have found it really helpful being able to use my pass before 9am on a weekday and feel that to remove this concession would be discriminatory.
414	My disabled pass has been invaluable. I use it 5 days a week to get to work before 9am. I do hope you will be able to extend the trial. I work in retail on the minimum wage and my pass is essential.
416	Thank u very much for warwick county council team.
420	it has been good for me with my condition
422	Not being able to use a bus pass before 9am would negate a lot of its benefits due to jobs starting before then. It limits mobility significantly.
426	I have found my bus pass helpful
429	I hope all bus drivers are aware as one jobsworth charged me one minute before nine and he was early I did report him .
431	It's been good having the use before 9 recommended
433	Very useful to use for Medical Appointments especially if you have to use a number of different public transport services to get to one appointment
434	I think it is a fab Idea
440	I hope this trial is made a permanent one as it would be really helpful to get to hospital appointments and doctors appointments rather than having to wait until you can use your pass for travelling to or from the hospital and doctors as well as anything else.
441	Medical appointments are often at early times and take longer to get to on public transport so will need to leave earlier
442	I think it's such a great idea to be able to use bus pass anytime due to people who has a lot of early hospital appointments.
443	Made it easy to hospital appointments before 9.00 am