

Consultation on proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire

Information pack

30 May – 24 July 2022



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Introduction

Hampshire County Council is seeking residents' and stakeholders' views on proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire.

This consultation is open from **Monday 30 May 2022** and closes at 11:59pm on **Sunday 24 July 2022**.

You can respond to this consultation online at:

www.hants.gov.uk/passenger-transport-consultation

This Information Pack and the Response Form can be requested in alternative languages and formats such as easy-read, large print and Braille, by e-mailing:

passenger.transport.consultation@hants.gov.uk

or by calling: **0300 555 1388**

Calls from a landline will be charged at the local rate, although mobile phone charges may vary.

When you have finished with this document, please share it with someone else so that they can also have their say.

Background and Context

In Summer 2021, the County Council consulted the public on how it could balance its budget (www.hants.gov.uk/balancingthebudget). Subsequently, the savings programme to 2023 (SP23) was agreed by the County Council's Cabinet in October 2021. It requires the County Council to save a further £80 million by April 2023, of which the Economy, Transport and Environment department is required to deliver £10.3 million in savings.

This savings target comes alongside Hampshire's commitment to be carbon neutral by 2050 and adapt to a 2°C rise in global temperatures. In addition, Hampshire is developing its **Local Transport Plan (LTP4)** and has published its **Bus Service Improvement Plan Hampshire (BSIP)** which proposes developing transport systems that provide affordable, safe, attractive and easy to use alternatives to the use of private vehicles. Through LTP4 and the BSIP, Hampshire County Council will continue to work in partnership with our bus operators to improve services where funding is available. The County Council will continue to target its resources at those areas and people who need it most, whilst at the same time providing the best value for money.

Following feedback from the budget consultation, a change in the national policy, and an assessment of changes to demand for supported passenger transport services (i.e. local bus and community transport services which are funded by the County Council), it has been identified that around £800,000 of the required savings could be realised through changes to the following services:

- **Supported passenger transport services**, which provide transport on bus routes that are not financially viable for a transport operator, but where there is a community need for the service. This also includes all Dial-a-Ride, Call & Go, Minibus Group Hire and Taxishare services supported by the County Council.
- **The Concessionary Travel Scheme**, which offers local enhancements to the free off-peak travel for older people or those with disabilities provided by the English National Concessionary Travel Scheme.

The proposals within this consultation seek to continue to deliver effective services, within a reduced budget, through the following means:

- **Making operational changes to supported passenger transport services** (including supported bus services, Dial-a-Ride, Call & Go, Taxishare and Minibus Group Hire services), which would deliver around £455,000 in savings through reduced County Council subsidy for these services.

- **Removing some enhancements** to the Concessionary Travel Scheme currently funded by the County Council, including:
 - **no longer providing taxi vouchers** as an alternative to a Disabled Person's Bus Pass, delivering £95,000 in savings; and
 - **no longer funding** the use of the Older Person's Bus Pass and Disabled Person's Bus Pass on Taxishare, Dial-a-Ride and Call & Go services, delivering £44,000 in savings.
- **Increasing the contributions** users pay for some services, including:
 - introducing a **£1 fare for all Taxishare services**, delivering between £16,000 and £23,000 contribution;
 - implementing a **common fare structure across Dial-a-Ride and Call & Go schemes** in Hampshire, delivering between £14,600 and £19,950 contribution; and
 - increasing the **charge for replacing lost and damaged bus passes** from £14 to £20, delivering £16,500 contribution.

Additionally, around £150,000 would be saved through changes to back-office functions which would not have an impact on service delivery and are not covered by this consultation, making up the remainder of the £800,000 savings target.

The County Council would continue to meet its statutory duties and to work in partnership with bus operators to secure good commercial bus network coverage for Hampshire within the resources available.

Hampshire County Council's consultation policy

The County Council is committed to five principles of consultation, which are:

- to consult on key issues and proposals;
- to consult in good time;
- to be inclusive but with clear and appropriate limits;
- to consult using clear, simple information; and
- to ensure that responses are taken into account when decisions are made.

Why your views are important

It is important to the County Council that the views of people and stakeholders who may be affected by the proposals are carefully considered as part of the decision-making process.

The findings of the consultation will be published and presented to the Executive Lead Member for Economy, Transport and Environment later in 2022. Feedback will help to inform any decision by the County Council on the proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire.

How to have your say

You are invited to give your views on the proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire. You can do this by using the online Response Form at www.hants.gov.uk/passenger-transport-consultation. The Information Pack and Response Form are also available to download and print from the consultation webpage.

If you require a paper copy of the Information Pack or the Response Form, a copy in another language or format (such as audio, large print or Braille), or if you have any queries about the consultation, please email passenger.transport.consultation@hants.gov.uk, or call: 0300 555 1388*.

You can also email your response directly to Hampshire County Council using the email address passenger.transport.consultation@hants.gov.uk, or write to **Freepost HAMPSHIRE**. Please write **SPEC J050D PTG** on the back of the envelope.

**0300 calls are usually included in most landline and mobile call packages and if not, are charged at no more than a local rate call.*

The consultation is open from Monday 30 May 2022 and closes at 11:59pm on Sunday 24 July 2022. Please note that responses received after this date will not be included in the findings report.

Your data: Privacy Notice

Hampshire County Council is collecting information through this consultation in order to understand views on proposals to change its supported passenger transport services and Concessionary Travel Scheme. The information you provide is being collected for the performance of a task carried out in the public interest in the exercise of official authority vested in the County Council. Responses will be used to understand views and perceived impacts of the potential options. All data will remain within the UK/EEA and will only be shared with third parties where they are undertaking data processing on behalf of Hampshire County Council. Personal information will be held securely for two years, after which it will be deleted or destroyed. Please see our website Data Protection page at www.hants.gov.uk/aboutthecouncil/strategiesplansandpolicies/dataprotection for further details on your legal rights and the County Council's policies in respect to your personal information.

About the services within this consultation

Supported passenger transport services

The County Council spends £3.5 million per year on supporting passenger transport services across Hampshire. This includes:

- £2,077,145 for supported bus services;
- £416,952 for Dial-a-Ride and Call & Go services;
- £205,428 for Taxishare Services;
- £212,174 towards Minibus Group Hire Schemes;

with the balance being spent on publications, passenger information, infrastructure, maintenance and training.

80 of the 213 bus service routes in Hampshire are supported financially by the County Council. These routes are often supported at certain times of the day, or for part of the route, where a community need has been identified for the service, but it would not be financially viable for the bus operator to run.

Dial-a-Ride, Call & Go and Taxishare Services are Demand Responsive Transport services, bookable online and by phone, which offer accessible door-to-door transport services as an alternative to the bus network.

Dial-a-Ride

Dial-a-Ride is a transport service for individuals with mobility or sensory impairments who are unable to use or access public bus services.

Call & Go

Call & Go is a transport service for individuals who:

- find it difficult to use or access public bus services;
- live more than 400 metres from an available bus service/stop; or
- have no access to a car and there is no bus service when they need to travel.

Passengers do not need to be registered disabled to travel on a Dial-a-Ride or Call & Go service. Passengers who meet the eligibility criteria and live in the service area are permitted to use these services.

Taxishares

Taxishares run to a set timetable, just like a bus, but passengers must book with the operator. The service will only run if someone books to travel. Passengers get picked up from their nearest bus stop or in some cases from their home address, depending on which Taxishare is used. They will then be taken to the designated drop off point, as per the timetable. Most services are available to anyone who needs to travel within the service operating area, though for some services passengers need to meet extra criteria.

Minibus Group Hire Schemes

The Minibus Group Hire Scheme allows local voluntary and community groups, schools, and local councils to hire fully accessible minibuses for regular or one-off trips. Vehicles can be hired with or without a driver.

The Dial-a-Ride, Call & Go and some Minibus Group Hire services are jointly funded with relevant Borough, City, District, Parish, and Town Councils. The majority of Taxishare services only receive support from the County Council.

The figures in this consultation only include funding that Hampshire County Council contributes to these services. However, any changes to jointly funded services could lead to other partners' contributions also being reduced, resulting in savings to their budgets.

More information on public transport in Hampshire can be found at www.hants.gov.uk/transport/publictransport, and more information on community transport schemes in Hampshire can be found at www.hants.gov.uk/transport/alternativetransport.

Concessionary Travel Scheme

As part of the English National Concessionary Travel Scheme, the County Council issues eligible people with an Older Person's Pass, or a Disabled Person's Pass. These provide free travel on public bus services from 9:30am to 11pm on Monday to Friday, and all day at weekends and on public holidays. The County Council is required to provide this service by law, at a cost of around £13 million per year.

Additionally, the County Council chooses to fund several discretionary enhancements to the scheme for Hampshire residents. The spend for these is £329,000 per year, which encompasses:

1. 25% discount on fares for Call & Go, Dial-a-Ride, Fleet Link, Yateley Shopper and Eastleigh Parish Link services;
2. free travel on Taxishare services;
3. travel vouchers as an alternative to a bus pass for Disabled Person's passholders who are unable to use a bus service but can use taxi transport;
4. free travel on routes which have an infrequent service, where there is a journey between 9am and 9.29am and then no subsequent journey until after 10:30am for holders of an Older Person's Pass;
5. free all-day travel on bus services for users of the Disabled Person's Pass; and
6. provision of a Disabled Person's Plus Companion bus pass, which allows free travel for a companion who is accompanying someone with a Disabled Person's Pass who cannot travel alone.

While the Council is proposing some changes to this discretionary provision, it does not propose changes to items 4, 5 or 6 on this list.

More information on the Concessionary Travel Scheme can be found at www.hants.gov.uk/buspass

Our Proposals

Proposal One: To make operational changes to the current public bus and community transport services which Hampshire County Council supports

What is the current situation?

The County Council supports a number of bus, Dial-a-Ride, Call & Go and Taxishare services. These are listed in the Appendix to this Information Pack. The County Council spends around £2.9 million per year on supported bus and community transport services.

11% of bus journeys in Hampshire are made on tendered routes, the majority of which receive support from the County Council. The other 89% are made on commercial services in Hampshire which do not receive a subsidy. A tendered route (referred to as supported bus services) is one that is commissioned and funded by an organisation, in this case the County Council. These are usually routes which do not have enough passengers travelling on them to cover the costs of providing them.

The following table shows bus usage between 2019/20 and 2021/22. These figures show that there has been a significant reduction in the number of passenger journeys across all four services during this time period.

	County Council funded bus services		Dial-a-Ride and Call & Go		Taxishares	
	2019/20	2021/22	2019/20	2021/22	2019/20	2021/22
Total passenger journeys	1,371,844	798,248	95,533	42,275	24,648	14,956
% decrease	42%		56%		39%	

What is being proposed?

To make operational changes to the current public bus and community transport services that Hampshire County Council supports, which would involve reducing subsidies to bus, Dial-a-Ride, Call & Go, and Taxishare service providers.

Why is this being proposed?

COVID-19 has had a big impact on how and when people use public bus and community transport services. The proposed review would be based on current passenger numbers, as well as forecasted passenger numbers as usage adjusts following the pandemic over the coming years.

Between this proposal and Proposal Two (which relates to the Minibus Group Hire Service), it is estimated that around £455,000 of savings could be delivered, although this target could increase to up to £655,000 if other proposed savings in this consultation are not agreed.

How would this be implemented?

The County Council would review trip data about passenger journeys, the cost of providing particular journeys or services and passenger and stakeholder feedback in order to identify where resources are being used less effectively and where services could be reduced with minimal impact on service users.

As a result, this could change:

- the number of times per day that a supported bus or community transport service operates;
- the number of days per week that a bus or community transport service operates on supported routes; and
- which days of the week a public bus or community transport service operates on supported routes.

The County Council would also consider whether some bus services that are being supported could be replaced with Demand Responsive Transport, as described on page 7 of this document.

It is anticipated that any changes that are identified and approved would be in place by April 2023.

What would be the impact of this change on service users?

Changes may mean that some of the bus and Community Transport services the County Council supports would no longer be available. In addition, services that continue may operate on a reduced timetable. This may mean changes to the times or days that supported routes operate in the future. Some services could run on fewer days or offer fewer journeys and may be limited to links to the nearest large town. Service users would need to consider how or when to travel if the services they used were to change or stop operating.

Charges for using services may increase on commercial services to account for the reduced support from the County Council.

Proposal Two: To make operational changes to the current Minibus Group Hire Schemes which Hampshire County Council supports

What is the current situation?

Minibus Group Hire Schemes provide affordable long- and short-term accessible minibus hire for local community groups, including voluntary or charitable organisations. These schemes operate across all of the districts in Hampshire, and in 2022/23 will receive £212,174 of support from the County Council.

What is being proposed?

To re-align the Minibus Group Hire Scheme, and the funding from the County Council, based on the current level of usage, as well as forecasted levels as usage adjusts following the pandemic over the coming years.

Why is this being proposed?

Following the COVID-19 pandemic, demand for the Minibus Group Hire Schemes has reduced by 55%, from 8,894 group hires in 2019/20 to 4,027 group hires in 2021/22. A review would look to make changes that ensure the service provision and the support for the service remain proportionate to the needs of the service and the budgetary pressures at the County Council.

Between this proposal and Proposal One (which relates to supported bus and Community Transport services), it is estimated that around £455,000 of savings could be delivered, although this target could increase to up to £655,000 if other proposed savings in this consultation are not agreed.

How would this be implemented?

The County Council would review data on minibus hires, the cost of providing particular journeys or services, and feedback from passengers and stakeholders. This review would inform the detail of how funding for the Minibus Group Hire Scheme would be reduced and any other operational changes to ensure that the service remains cost effective.

These operational changes could include raising charges, whilst reducing the County Council's contribution to the service, so that hiring organisations are responsible for a greater proportion of the cost of running the service. The County Council would aim to minimise cost increases, so that the service continues to provide a cost-effective option for community groups.

If approved, it is anticipated that changes would be in place from April 2023.

What would be the impact of this change on service users?

Changes to the Minibus Group Hire Scheme charges could impact the budgets of organisations which use the service. In addition, other operational changes may alter the availability of the service, the means of booking or accessing services, and the responsibilities of the organisations wishing to hire minibuses.

Proposal Three: To stop providing travel vouchers to individuals who are eligible for a Disabled Person's Bus Pass as an alternative to the pass

What is the current situation?

The statutory English National Concessionary Travel Scheme sets out that people with a Disabled Person's Bus Pass are entitled to free travel on bus services from 9:30am to 11pm Monday to Friday and all day at weekends and on public holidays.

As a discretionary measure, Hampshire County Council allows people with disabilities, who fit certain criteria, to apply for £36 of travel vouchers for use on taxis as an alternative to a bus pass. Vouchers can be used in part or full payment of a fare. Vouchers are not transferable and cannot be exchanged for cash or replaced if lost or damaged. This costs the County Council £95,000 each year.

What is being proposed?

The County Council would no longer provide travel vouchers as an alternative to the Disabled Person's Bus Pass.

Why is this being proposed?

By no longer providing travel vouchers as an alternative to the Disabled Person's Bus Pass, the County Council anticipates it would save around £95,000 per year, while still meeting the statutory requirements of the English National Concessionary Travel Scheme. In addition, the County Council plans to continue to fund an enhancement to these statutory requirements for all holders of Disabled Person's Bus Passes which allows free travel all day Monday to Friday.

How would this be implemented?

If approved, from April 2023 the County Council would stop providing travel vouchers to those eligible for a Disabled Person's Bus Pass as an alternative to a bus pass.

What would be the impact of this change on service users?

People eligible for the Disabled Person's Bus Pass would no longer be able to claim travel vouchers to pay for transport instead of the bus pass. They would instead need to use a bus pass for journeys by bus or to pay for taxi journeys themselves.

Proposal Four: To remove the use of the Older Person's Bus Pass and Disabled Person's Bus Pass on Taxishare, Dial-a-Ride and Call & Go services

What is the current situation?

Taxishare, Dial-a-Ride and Call & Go services are currently subsidised by Hampshire County Council.

The County Council also allows Older Person's Bus Pass and Disabled Person's Bus Pass holders to benefit from free travel on Taxishare services, and to receive a 25% discount on Dial-a-Ride and Call & Go services.

As a consequence, the County Council is subsidising each journey by these pass holders in two ways.

What is being proposed?

That the County Council would stop funding the enhancement that allows Older Person's Bus Pass and Disabled Person's Bus Pass holders to travel at a free or reduced rate on Taxishare, Dial-a-Ride and Call & Go services.

Why is this being proposed?

Before the COVID-19 pandemic, the County Council spent:

- £610,632 on providing Taxishares, Dial-a-Ride and Call & Go services; and
- £88,000 per year subsidising Taxishares, Dial-a-Ride and Call & Go journeys undertaken by Older Person's and Disabled Person's Bus Pass holders.

Even without the 25% discount on Dial-a-Ride and Call & Go services, charges to use these services would be similar to existing bus fares and less than commercial taxi services, while continuing to provide a tailored service, often door-to-door.

Furthermore, Proposal Five below limits the increase in costs to the passenger by suggesting that the fare for each Taxishare journey should be £1.

This change would deliver an estimated £44,000 of savings per year overall, as it is expected that some users would instead travel on bus services for free using their bus pass which would add to the costs of the Concessionary Travel Scheme.

How would this be implemented?

If approved, by April 2023 Older Person's Bus Pass and Disabled Person's Bus Pass holders would be charged the full fare on Taxishare, Dial-a-Ride and Call & Go services.

What would be the impact of this change on service users?

If this proposal is agreed, Older Person's Bus Pass and Disabled Person's Bus Pass holders would need to pay more to use Dial-a-Ride and Call & Go services and would be charged for using Taxishare services.

Proposal Five below suggests the fare for using the Taxishare service would be set to £1 per journey, which (if agreed) would limit the charges for users of Taxishare.

Proposal Five: To introduce a £1 fare for all single Taxishare journeys

What is the current situation?

Taxishare services can be booked by anyone needing transport in the area and provide low-cost door-to-door transport, usually where no public bus service exists. Charges for service users vary between services but are similar to the cost of an equivalent bus fare. Passengers with a concessionary bus pass can travel for free on Taxishare services.

What is being proposed?

For a £1 charge per journey to be introduced for all users of the Taxishare service. Fares would also increase in future years in line with inflation.

Why is this being proposed?

Taxishare services are not a legal requirement and the County Council spent £205,428 in 2021/22 funding these services. The County Council recognises the value of these services to those passengers who use them and wants to find ways to make them more financially sustainable, so is proposing a small charge for three reasons:

- The charge would provide a contribution of between £16,000 and £23,000 per year towards the service's running costs.
- A £1 charge per journey would give transparency and simplicity for service users, allowing them to budget for their journeys.
- A small charge would encourage service users to only take essential journeys using Taxishare Services.

The overall increase in charges would maintain the Taxishare services as cost-effective alternatives to commercial transport services, while also reducing the need for funding cuts elsewhere.

How would this be implemented?

If approved, by April 2023 all Taxishare journeys would be charged at £1 per passenger, with return journeys costing £2.

What would be the impact of this change on service users?

It is estimated that at least 80% of Taxishare journeys are made by those holding Concessionary Fare passes. This £1 fixed charge would allow these service users to continue to benefit from the Taxishare service at a lower cost than would be available from a commercial service.

Earlier in this consultation (Proposal Four) it was proposed that users of an Older Person's Bus Pass or Disabled Person's Bus Pass would no longer be able to use Taxishare services for free. Holders of an Older Person's Bus Pass or Disabled Person's Bus Pass would need to pay this charge.

Proposal Six: To work towards a common fare approach for Dial-a-Ride and Call & Go schemes across Hampshire while reducing the subsidy of these services

What is the current situation?

Currently each Dial-a-Ride and Call & Go scheme has its own fare structure. This means, for example, that someone using one of these services in Basingstoke would pay a different fare for a journey of the same distance to someone using one of these services in Havant. These services currently cost the County Council £416,952 per year.

What is being proposed?

That fares charged on Dial-a-Ride and Call & Go services are restructured in order to introduce a common fare approach across the Dial-a-Ride and Call & Go services, to ensure greater equity of fares across the county. This would mean that:

- all passengers across Hampshire would pay a similar fare for their service;
- fares would be set at around £6 for a local return journey and £8 for a longer return journey on both Dial-a-Ride and Call & Go services. Fares that already exceed this amount would remain around the same;
- the number of fare tiers would be reduced in order to simplify the charges for Dial-a-Ride and Call & Go services; and
- fares would also increase in future years in line with inflation.

Why is this being proposed?

The proposed approach would mean that passenger fares would cover a higher proportion of the cost of providing the services and the subsidy provided by the County Council would reduce.

It is estimated that this change would deliver a contribution of between £14,600 and £19,950 per year, against a cost to the County Council of £416,952. The overall increase in charges would maintain the Dial-a-Ride and Call & Go services as cost-effective alternatives to commercial transport services, while also reducing the need for funding cuts elsewhere.

How would this be implemented?

If approved, a new Dial-a-Ride and Call & Go fare structure which would work towards this objective would be in place by April 2023. For schemes which would see bigger changes in their fare structure, this may be implemented over a longer period to reduce the impact of the change.

What would be the impact of this change on service users?

If this proposal is agreed, the charge for those using these services would increase overall, up to a maximum of around £8 for longer return journey. Any increases would be set so that these services could remain a cost-effective transport option when compared to alternatives such as use of commercial taxis. Where existing fares are higher than the new level there would not be a reduction in the fare.

If Proposal Four is approved, users of the Older Person's Bus Pass and the Disabled Person's Bus Pass would notice a greater impact from any increase as they would also no longer be eligible for a 25% discount when using these services.

Proposal Seven: To increase the fees charged for replacement of lost bus passes to cover the administration costs

What is the current situation?

As a Concessionary Travel Authority, the County Council is responsible for the administration of the English National Concessionary Travel Scheme in Hampshire. There are no costs to the customer when making an application for, or when the County Council issues, a concessionary bus pass, as per national legislation. However, when a bus pass is lost or damaged, a charge can be made for the issuing of a replacement bus pass.

The County Council receives 2,500 to 3,000 requests each year to replace lost or damaged bus passes. The current cost to the customer (2022/23) is £14 per replacement pass. Where a bus pass has been stolen and a customer provides a valid crime reference number, no charge is made.

What is being proposed?

To increase the charge to replace a lost or damaged bus pass from £14 to £20, with the charge also increasing in future years in line with inflation.

Why is this being proposed?

Increasing the charge to £20 would deliver an estimated additional contribution of £16,500 per year, which would contribute to the administration costs associated with replacing lost or damaged bus passes.

How would this be implemented?

If approved, the new charge would be introduced from April 2023. This would apply to bus passes which have been lost or damaged. Stolen bus passes, where the owner provides a valid crime reference number, would continue to be replaced at no charge.

What would be the impact of this change on service users?

If agreed, holders of bus passes under the English National Concessionary Travel Scheme in Hampshire would need to pay £20 to replace their lost or damaged bus pass. This charge would increase in future years to reflect the level of inflation at the time.

Options considered, but not currently proposed

There are other approaches that the County Council could take to its transport services that it does not propose at this time. Examples of these are shown below:

1. The County Council does not propose maintaining funding at the current level, as this would mean greater budget cuts would be required to other services.
2. The County Council does not propose removing the Disabled Person's Plus Companion Bus Pass or free all day travel for passengers travelling with a Disabled Person's Bus Pass. The County Council wishes to continue supporting these discretionary enhancements to the Concessionary Travel scheme, recognising that free all day travel enhances the independence and wellbeing of Disabled Person's Bus Pass users by removing the cost of transport as a barrier to accessing employment, essential services and support networks.
3. The County Council does not propose to stop free travel on routes which have an infrequent service, where there is a journey between 9.00am and 9.29am and then no subsequent journey until after 10:30am for holders of an Older Person's Pass as this would not deliver significant savings to the Council, as there is unlikely to be a meaningful reduction in the overall number of journeys.

Cumulative Impacts

If all of the proposals in this consultation are approved, the cumulative impacts on supported passenger transport services and the Concessionary Travel Scheme in Hampshire would be as described below:

- **Supported Bus Services**

- Reduced County Council funding for these services.
- Following a review of services, there may be changes to the times or days that supported routes operate in the future. Some routes may be withdrawn altogether.

- **Dial-a-Ride and Call & Go Services**

- Reduced County Council funding for these services. This means that there may be changes to the times or days that these services operate in the future.
- Passengers would no longer receive a 25% discount on their journey if they hold an Older Person's Bus Pass or a Disabled Person's Bus Pass.
- As a result of fares being standardised across Hampshire, most fares would rise.

- **Minibus Group Hire Services**

- Reduced County Council funding for these services. This means that there may be changes to the availability of these services in the future.
- Increased charges for organisations hiring minibuses.

- **Taxishare Services**

- Reduced County Council funding for these services.
- Following a review of services, there may be changes to the times or days that Taxishares operate in the future. Some services may be withdrawn altogether.
- Passengers would no longer be able to travel for free on a Taxishare if they hold an Older Person's Bus Pass or a Disabled Person's Bus Pass.
- All passengers would need to pay a fare of £1 per journey every time they travelled. This would mean a return journey would cost £2, though this still remains far cheaper for the customer than organising a taxi for their own use.

- **Concessionary Travel Scheme**

- The charge for replacing lost bus passes would increase.
- People with a Disabled Person's Bus Pass would no longer be able to apply for travel vouchers as an alternative to a bus pass.

Conclusion

You are invited to give your views on the proposed changes to supported passenger transport services and the Concessionary Travel Scheme in Hampshire. You can do this by using the online Response Form at www.hants.gov.uk/passenger-transport-consultation. The Information Pack and Response Form are also available to download and print from the consultation webpage.

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The consultation is open from Monday 30 May 2022 and closes at 11:59pm on Sunday 24 July 2022. Please note that responses received after this date will not be included in the findings report.

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Appendix – Passenger transport services supported by Hampshire County Council

Supported bus services

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Aldershot, Farnborough and Fleet area services						
7	Hartley Wintney to Aldershot	£162,160	50,874	23,427	-54%	£6.92
9	Cove to Farnborough	£16,420	18,840	11,764	-38%	£1.10
41*	Ash to Farnborough	£35,122	14,424	7,408	-49%	£4.74

*This service also receives funding support from Surrey County Council.

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Andover area services						
5	Thrupton to Andover*	£49,617	15,736	9,587	-39%	£5.18
7/7A	Andover to Newbury	£49,162	32,466	20,841	-36%	£4.82
C3/8	Cango - St Mary Bourne/Enham to Andover	£75,562	13,290	9,517	-28%	£40.19
C4	Cango - Barton Stacy to Andover					
C5	Cango - Kimpton to Andover					
C6	Cango - Vernham Dean to Andover					
The County Council also fund 9,10,11,12,13/13a,15,16 & 17 services through the use of developer contributions						

*This service also receives a contribution from the County Council's Home to School Transport Budget

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Basingstoke area services						
4	Basingstoke to Chineham*	£72,028	108,606	68,392	-37%	£1.05
12/15/17	Hatch Warren/ South View/ Black Dam to Basingstoke	£68,178	136,674	89,901	-34%	£2.35
13/23	13 Basingstoke to Haslemere (supported Alton to Haslemere); 23 Alton to Haslemere (fully supported)	£86,343	46,842	17,455	-63%	£10.38
14	Basingstoke to Tadley	£78,952	74,016	40,557	-45%	£1.95
54	Hannington to Basingstoke	£4,068	299	283	-5%	£27.12
74	Overton Local Service	£15,124	3,708	3,577	-4%	£4.23
C41	Basingstoke to Alresford	£26,305	1,800	1,005	-44%	£26.17
Basingstoke and Deane Borough Council directly supports services 16, 55 and 59. They also support service 4; late evening journeys on town routes 1, 2, 3, 5, 6, 7, 8, 11 and 76 and Sunday services on routes 2, 5, 6, 7, 8 and 11.						

*This service is partly funded by HCC, partly funded by Basingstoke and Deane Borough Council and partly funded through developer contributions.

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Eastleigh area services						
E1/E2	Eastleigh to Winchester	£33,688	42,294	29,248	-31%	£1.15
X6/X7	Eastleigh to Hiltingbury* (supported Chandlers Ford to Hiltingbury)	£17,037	78,006	33,050	-58%	£0.52
X9	Eastleigh to Bishops Waltham (supported Allbrook to Waltham Chase)	£132,740	171,636	73,829	-57%	£1.80
X10	Bishops Waltham to Southampton (supported Bishops Waltham to Moorgreen)					
X15	Eastleigh to Hamble*	£16,609	11,532	5,455	-53%	£3.04

*These services are also partly funded by Eastleigh Borough Council

The X6/X7 and X9/X10 services receive funding support from the County Council but are also partly operated on a commercial basis. This means that for some of the route, the fares paid cover the costs of providing the service. The number of journeys provided above may include both journeys made on the commercial and the supported sections of the route.

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
East Hampshire area services						
13/18*/23	13 Basingstoke to Haslemere (supported Alton to Haslemere); 18 Aldershot to Whitehill (mostly commercial); 23 Alton to Haslemere (fully supported)	£86,343	46,842	17,455	-63%	£10.38
38	Alton to Petersfield	£100,859	27,690	16,954	-39%	£5.95
71	Froxfield to Petersfield	£6,080	1,194	405	-66%	£15.01
94	Buriton to Petersfield	£64,346	15,738	8,837	-44%	£7.28
206	Alton to Bentley	£17,114	4,704	2,552	-46%	£6.71
208	Alton to Medstead					
240	Ropley to Alresford	£14,594	2,269	2,693	19%	£5.42
250	Liphook Local Service	£11,809	1,860	732	-61%	£16.13
X17	Bishops Waltham to Petersfield	£8,515	1,392	1,080	-22%	£7.88

*This service also receives a contribution from the County Council's Home to School Transport Budget

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Fareham and Gosport area services						
11	Fareham to Alverstoke*	£29,297	29,220	23,393	-20%	£1.00
20	Fareham to Wickham	£68,020	50,706	25,881	-49%	£1.34
21	Fareham to Hill Head	£46,485	40,896	22,039	-46%	£1.14
28	Fareham to Whiteley	£75,173	19,608	19,665	0%	£3.83
F3	Fareham to Portchester (Wednesdays only)	£5,542	3,594	2,438	-32%	£1.54

*Gosport Borough Council fund this service on Saturdays

Havant area services						
27	Rowlands Castle to Emsworth	£68,212	34,320	20,587	-40%	£1.99

The County Council also funds the D1/D2 service through the use of developer contributions.

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
New Forest area services						
6	Lymington to Southampton	£43,013	52,500	36,242	-31%	£1.19
49	Damerham to Salisbury****	£6,210	1,479	1,172	-21%	£5.30
112	Hythe/Beaulieu to Lymington**	£36,386	17,220	10,166	-41%	£3.58
125	Christchurch to Ringwood*	£27,292	8,052	5,692	-29%	£4.79
119	Lymington to New Milton; Chatsworth Park to New Milton; Barton-on-Sea to New Milton***	£54,157	53,712	40,057	-25%	£4.07
191						
193						
C32/ C33	New Milton to Lymington	£81,805	14,418	7,582	-47%	£10.79
H1/H2	Netley View to Applemore	£52,902	12,390	8,392	-32%	£6.30
T3/T4	Cadnam to Totton					
X2	Lymington to Bournemouth*	£17,001	5,850	3,144	-46%	£5.40

* This service also receives funding support from Dorset County Council.

** This service also receives a contribution from the County Council's Home to School Transport Budget.

*** This service receives funding support from Lymington Town Council on Saturdays.

****This service also receives funding support from Wiltshire Council.

The X2 and 6 services receive funding support from the County Council but are also partly operated on a commercial basis. This means that for some of the route, the fares paid cover the costs of providing the service. The number of journeys provided above may include both journeys made on the commercial and the supported sections of the route.

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Romsey area services						
35	Braishfield to Romsey**	£14,436	17,424	12,435	-29%	£1.16
36	Lockerley to Romsey	£16,382	456	326	-29%	£50.25
39	Nomansland to Romsey (part funded by Wiltshire Council)	£15,021	2,382	1,533	-36%	£9.80
634	East Wellow to Romsey (part funded by school transport)	£14,860	6,732	8,059	20%	£1.84
X7R	Southampton to Salisbury*	£14,455	53,496	33,262	-38%	£0.43

*This service is partly funded by Wiltshire Council with only the Romsey to Salisbury element of the route supported.

** This service also receives a contribution from the County Council's Home to School Transport Budget.

Service	Route	Annual Cost to Hampshire County Council (22/23)	Annual passenger journeys 19/20	Annual passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
Winchester area services						
46	Winchester to North Baddesley*	£43,634	9,072	4,043	-55%	£10.79
63	Hyde to Winchester; Owslebury to Winchester	£17,328	5,784	1,706	-71%	£10.16
67	Winchester to Petersfield**	£126,026	59,868	30,824	-49%	£4.09
95	East Stratton to Winchester (only Tuesdays and Thursdays)	£10,228	1,479	1,021	-31%	£10.02

*This service is partly operated commercially

**This service also receives a contribution from the County Council's Home to School Transport Budget.

In addition to the services above, the Council funds £30,848 per annum towards cross boundary bus services. These include the 54,91/92/93 (East Hampshire), 67 (Test Valley) and 5 and the Kite (Surrey).

Please note: this list does not include those services funded purely by other local authorities or those which are funded by developer contributions alone.

Dial-a-Ride and Call & Go

Service	Permitted Journeys	Annual Cost to Hampshire	Annual passenger journeys 19/20	Annual passenger journeys 21/22 (estimate)	% Reduction	Current cost per passenger trip to the County Council
Basingstoke Dial-a-Ride	Within the Basingstoke and Deane Borough Council area	£115,533	32,258	11,100	-66%	£10.41
East Hampshire Call & Go (including Alton Dial-a-Ride)	Various trips within the East Hampshire District Council area	£21,170	2,501	1,765	-29%	£11.99
Eastleigh Dial-a-Ride (including the Parish Link)	Within the Eastleigh Borough Council area, with various trips to Southampton City Centre	£82,816	12,317	6,029	-51%	£13.74
Fareham Dial-a-Ride	Within the Fareham Borough Council area	£25,182	5,812	2,327	-60%	£10.82
Gosport Dial-a-Ride	Within the Gosport Borough Council area with various trips to Fareham	£21,915	2,963	1,606	-46%	£13.65

Service	Permitted Journeys	Annual Cost to Hampshire	Annual passenger journeys 19/20	Annual passenger journeys 21/22 (estimate)	% Reduction	Current cost per passenger trip to the County Council
Havant Call & Go	Within the Havant Borough Council area, Horndean, Clanfield and Rowlands Castle area with trips to Portsmouth and QA Hospital	£16,496	1,588	965	-39%	£17.09
Rushmoor Dial-a-Ride	Within the Rushmoor Borough Council area and to Frimley Park, The Meadows), Camberley High Street, Ian Goodchild Rehabilitation Centre, Badshot Lea Garden Centre and Watchett Park	£28,833	5,111	3,060	-40%	£9.42
Fleet Link	Fleet, Elvetham Heath and Church Crookham	£15,638	4,732	2,755	-42%	£5.68

Service	Permitted Journeys	Annual Cost to Hampshire	Annual passenger journeys 19/20	Annual passenger journeys 21/22 (estimate)	% Reduction	Current cost per passenger trip to the County Council
Yateley Shopper	From the parishes of Yateley, Eversley, Blackwater and Hawley to The Meadows/ Camberley	£2,224	446	339	-24%	£6.56
New Forest Call & Go	Within the New Forest District Council area, with various trips to Christchurch, Poole and Southampton	£27,336	8,570	3,314	-61%	£8.25
Test Valley Call & Go	Within Test Valley Borough Council's administrative area	£11,993	9,324	3,757	-60%	£3.19
Winchester Dial-a-Ride	Within the Winchester City area, with various trips to Andover, Fareham, and other destinations for monthly shopping trips	£46,582	9,097	4,850	-47%	£9.60

Service	Permitted Journeys	Annual Cost to Hampshire	Annual passenger journeys 19/20	Annual passenger journeys 21/22 (estimate)	% Reduction	Current cost per passenger trip to the County Council
Denmead Shopper	Denmead and the Naval Cottages in Southwick to Fareham and Waterlooville	£1,243	814	408	-50%	£3.05

Please note: these services are jointly funded with the relevant Borough / City / District Councils with the exception of the Fleet Link and Denmead Shopper which are jointly funded with the relevant City /Parish /Town Councils. The costs included in the table are the cost to Hampshire County Council only. This means that the total cost of the service is more i.e. the total cost per passenger trip is around double the figures provided.

Group Hire Services

Service	Permitted Journeys	Annual Cost to Hampshire	Annual Minibus hires 19/20	Annual Minibus hires 21/22	% Reduction	Current cost per group hire to the County Council
East Hampshire	East Hampshire District Council area.	£29,372	511	113	-78%	£259.93
Eastleigh	Eastleigh Borough Council area.	£47,258	1,851	711	-62%	£66.47
Fareham	Fareham Borough Council area.	£10,220	1,327	736	-45%	£29.01
Gosport	Gosport Borough Council area.	£11,129				
Rushmoor, Hart and Yateley	Rushmoor Borough Council & Hart District Council area.	£23,298	1,567	624	-60%	£37.34
Havant	Havant Borough Council area.	£34,265	1,184	681	-42%	£50.32
New Forest	New Forest District Council area.	£13,033	388	84	-78%	£155.15
Test Valley	Test Valley Borough Council area.	£25,183	1,307	599	-54%	£42.04
Winchester	Winchester City Council area.	£18,417	759	479	-37%	£38.45

In addition to the costs in this table, some of these services are also part funded by relevant Borough/District Councils. Figures quoted in this table are Hampshire's contributions only.

Taxishare Services

Service	Permitted Journeys	Annual Cost to Hampshire	Annual Passenger journeys 19/20	Annual Passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
205	West Tisted to Alton	£1,959	177	0	-100%	£11.07**
28	Bordon Forest Centre, Whitehill and Bordon Forest Centre	£7,572	966	552	-43%	£13.72
333	Bramshill to Basingstoke Centre	£2,582	102	98	-4%	£26.35
210	Long Sutton to Basingstoke.	£9,516	434	228	-47%	£41.74
200A/B	Crondall, Ewshot. Long Sutton to Basingstoke or Fleet.	£8,172	466	198	-58%	£41.27
C1	Ragged Appleshaw and Penton Mewsey into Andover	£7,632	669	441	-34%	£17.31
42	Stoke Common to Eastleigh	£1,308	330	50	-85%	£26.16
43	Flexford/ Valley Park to Chandlers Ford/ Eastleigh	£1,368	318	0	-100%	£4.30**

Service	Permitted Journeys	Annual Cost to Hampshire	Annual Passenger journeys 19/20	Annual Passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
113	East End to Hythe	£1,716	229	70	-69%	£24.51
61/62	Hyde to Fordingbridge	£9,024	1,194	496	-58%	£18.19
35	Lyndhurst, Burley and Ringwood	£6,264	382	272	-29%	£23.03
31	Fritham to Totton	£5,280	260	161	-38%	£32.80
X57	Linden Lea, to Fareham and Portchester	£3,096	463	98	-79%	£31.59
57	Warsash – Locks Heath	£1,464	413	98	-76%	£14.94
26	Burridge and Curbridge into Hedge End.	£3,504	188	127	-32%	£27.59
27	Burridge/ Curbridge to Swanwick/Park Gate	£1,080	0	72	No reduction	£15.00
32	Hayling Island to Havant/ Mengham	£15,216	2,931	1,704	-42%	£8.93
36C	Clanfield, Catherington & Lovedean	£21,444	4,592	4,004	-13%	£5.36
54	Wherwell to Romsey	£24,696	2,962	2,132	-28%	£11.58
46	Chilworth to Lord's Hill	£3,192	2,515	1,235	-51%	£2.58
15/17*	Over Wallop to Stockbridge	£2,580	n/a	130	n/a	£19.85
70	Cron dall/ Ewshot to Farnham and Fleet.	£15,708	2,515	1,235	-51%	£12.72

Service	Permitted Journeys	Annual Cost to Hampshire	Annual Passenger journeys 19/20	Annual Passenger journeys 21/22	% Reduction	Current cost per passenger trip to the County Council
F111/ F121/ F131	Fleet/ Crookham/ Crookham Village	£6,816	600	219	-64%	£31.12
96	Swanmore to Fareham	£15,708	904	363	-60%	£43.27
16A	Winchester to Kings Somborne	£1,530	94	0	-100%	£16.28**
38	Southwick to Cosham/QA Hospital	£7,632	988	410	-59%	£18.61
95*	East Stratton to Winchester	£9,324	n/a	325	n/a	£28.69
44	Campbell Road Area Shopper	£6,216	1,568	670	-57%	£9.28
Hospital Taxishare	Hamble-le- Rice, medical centres or GP surgeries	£3,829	822	727	-12%	£5.27

*These services did not operate in 2019/20.

**Please note: For those services where zero passengers travelled in 2021/22 the 'Annual cost to Hampshire' uses the cost in 2019/20 to give an indication of cost when the service is utilised.

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