

## Passenger Transport Review 2014 Consultation Responses

### Consultation Process

We invited written responses from:

- Chief Executives and officer contacts at all the District authorities, and neighbouring County Councils
- All of the bus companies
- All of the Post 16 Colleges in the county
- Posters on buses, on bus company Facebook and Twitter feeds
- Newspaper and local media reports
- Got Hampshire 'pop' star Frank Turner to Tweet about the consultation (130K followers, most of them young people)

### Consultation Timescale

- Autumn 2013 Transport Forums
- Consultation March – May 2014
- Analyse responses June – July 2014
- Invite new local bus tenders for Andover, Alton Basingstoke, Havant and New Forest
- Negotiate with bus operators in other areas
- Autumn Executive Member Decision Day
- Possible implementation early 2015

### Consultation Metrics

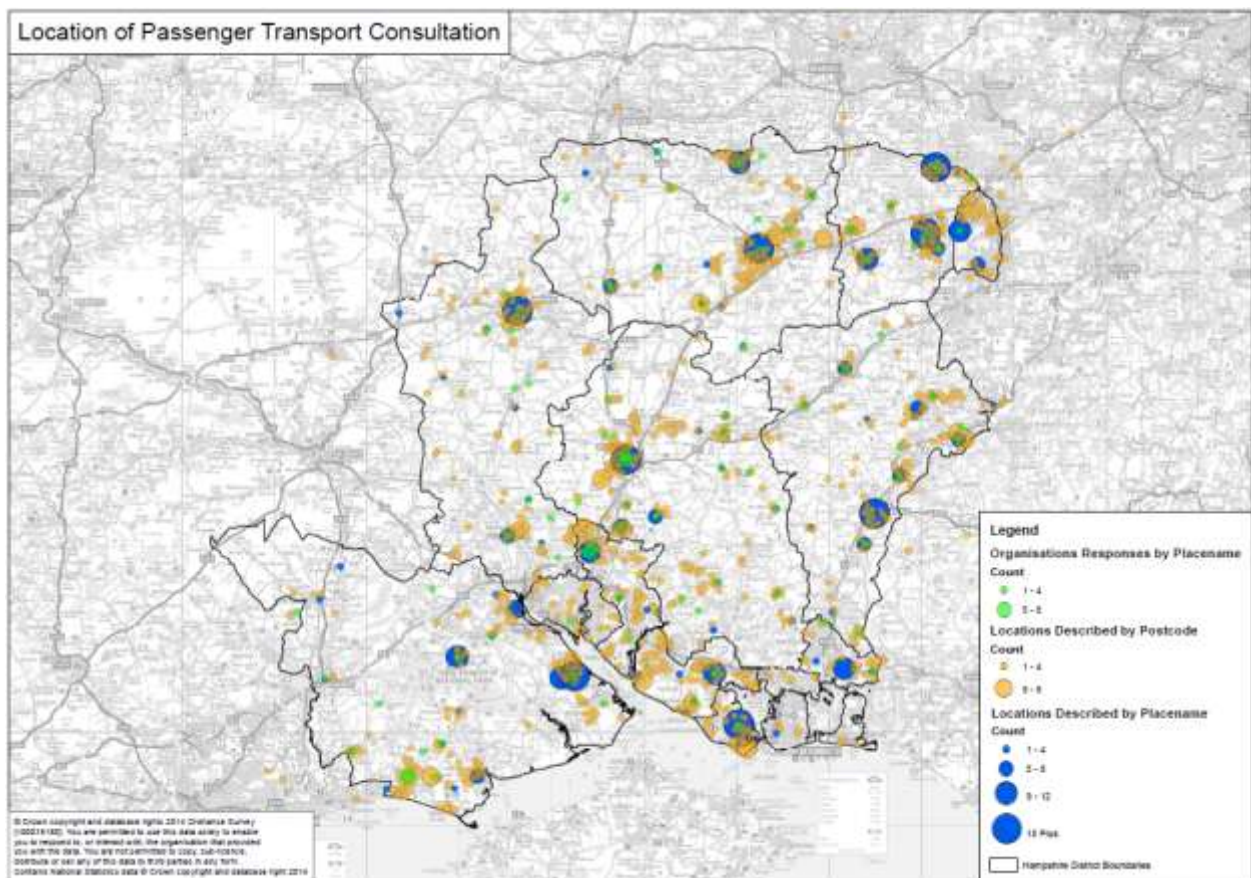
- Questionnaire developed through autumn Passenger Transport Forums across Hampshire, 9 forums, and budget options presented to spring forums. 1,800 mailing list - 445 attendees. All those on the mailing list were sent copies of the presentations and invited to respond.
- Passenger Transport Representatives Conference – 250 invitees, 54 attended
- Written to 1,036 organisations – councils, resident and user groups
- Posters on buses with QR code, web, postal address, phone number
- 5,399 consultation forms distributed:
  - 2,862 to bus passengers at bus stations and to passengers on 40 services we fund, bulk supplies to 9 bus companies
  - 1,080 to 55 Post Offices across the county
  - 480 to Libraries
  - 530 to 29 convenience stores across the county

- 316 to 15 other locations such as doctors, laundrettes and hospitals
- 130 to Parish Councils
- Could be returned by email, post or through local libraries

## The Sample

3,217 individual responses, almost 200 organisations

## Appendix 1: Map of responses



## Appendix 2: Results of the 'Individual' survey (3217 responses)

### How responses were received:

Online	1805	56%
Paper	1412	44%

### Gender:

Female	1809	56.2%
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Male	992	30.8%
No Reply	416	12.9%

**Age:**

17 years or less	72	2%
18 - 24	77	2%
25 - 34	113	4%
35 - 44	248	8%
45 - 54	210	7%
55 - 64	391	12%
65 - 74	969	30%
75 +	700	22%
No Reply	437	14%

**Concessionary passes held:**

Older Person's bus pass	2130	66%
Disabled person's bus pass / vouchers	147	5%
None	940	29%

**Journey purpose:**

Travelling to / from shops for essential shopping (e.g. food / collecting prescriptions)	20%
Travelling to / from shops for non essential shopping (e.g. clothes)	19%
Attending hospital / doctor / dentist / other health appointments	18%
Visiting leisure / recreational facilities	14%
Visiting friends / relatives	13%
Travelling to / from work / work related training	6%
Other	4%
Travelling to / from community & day centres	3%
Travelling to / from school / college / university	3%

Popular 'other' responses included:

- Banking
- Voluntary work
- Church services
- Connecting to rail services
- Days out

### How often do you travel?

	Most Used	2nd Most Used	3rd most Used	Totals:	
Everyday / most days	753	145	42	<b>940</b>	21.19%
2 - 3 times a week	874	335	107	<b>1316</b>	29.67%
Once a week	306	217	93	<b>616</b>	13.89%
A few times a month	420	387	191	<b>998</b>	22.50%
A few times a year	190	229	147	<b>566</b>	12.76%
<b>Base</b>	<b>2543</b>	<b>1313</b>	<b>580</b>	<b>4436</b>	

### Use any of the subsidised services?

Yes	2831	88%
No	386	12%

### Use subsidised evening services after 7pm?

No	2230	69%
Yes	522	16%
Not asked*	386	12%
No reply	79	2%

(\*Question not asked if replied 'no' to using any subsidised services)

### Impact of reducing or ceasing subsidised evening services after 7pm:

494 (95%) out of 522 people that used these services made a comment (15% of total respondents)

Common responses:

I would not be able to get home from work (accounts for 17% of responses)

I would not travel

I would have to pay for a taxi.

### Use subsidised Sunday services?

No	2074	64%
Yes	664	21%
Not asked*	386	12%
No reply	93	3%

(\*Question not asked if replied 'no' to using any subsidised services)

### Impact of reducing or ceasing subsidised Sunday services:

560 (87%) out of 644 people that used these services made a comment (17% of total respondents)

Common responses:

I would not be able to go shopping

I would not be able to visit friends and family

I would not be able to get to church (8% of responses)

I would not be able to get to work (4% of responses)

### Use evening or Sunday community transport services?

No	2230	69%
Not asked*	386	12%
No reply	342	11%
Yes	259	8%

(\*Question not asked if replied 'no' to using any subsidised services)

### Impact of reducing or ceasing community transport after 5pm or on a Sunday:

242 (93%) out of 259 people that used these services made a comment (7% of total respondents)

Common responses:

I would not travel

I would have to pay for a taxi

Further analysis of CT uses at those times

Appears that many people may have misunderstood what community transport is.

### Impact of reducing either the frequency or days of operation:

2540 people (79%) made a comment

Common responses:

Difficult to get to and from work (accounts for 12% of responses)

Using the bus would become impractical

Slight preference towards reducing frequency rather than days of operation

### **Impact of replacing subsidised bus services with Taxi-shares:**

2342 people (73%) made a comment

Common responses:

Too restrictive/inflexible

Inconvenient

Might work

Would be preferable to no service

Further comments regarding cost etc suggest that Taxi-share is not well understood in areas that it does not run

### **Impact of reducing printed publicity and increasing electronic information:**

2885 people (90%) made a comment (however majority said 'no impact' or variations thereof).

Common responses:

No impact/little impact

Older people would not be able to access electronic information

Timetables should be available at all bus stops

### **Impact of ceasing extension to Older Person's bus pass between 9 and 9.30 am:**

1917 people (90% of pass holders) made a comment.

(6% of total respondents made this their top priority)

Common responses:

I would travel later in the day

Would be difficult to get to medical appointments

No/little impact

### **Alternatives: (Could select multiple options for this question)**

No alternative	1066	21%
Personal car / vehicle	831	17%
Lift with friends / family members	682	14%
Walking	649	13%
Taxi	597	12%
Train	290	6%

Use local services (e.g. local corner shop instead of city supermarket)	277	6%
Use internet shopping / online services	257	5%
Cycling	172	3%
Use Community Transport services (e.g. Dial a Ride)	148	3%
Car sharing scheme	37	1%

**Top priority for funding: (Could only select one option for this question)**

No reply	975	30%
Maintaining the current days a service operates i.e. Mon - Fri	742	23%
Maintaining the current frequency of services i.e. hourly	581	18%
Maintaining use of public buses (rather than taxishares or other community transport services)	470	15%
Maintaining the 9am start for the older person's bus pass	190	6%
Maintaining existing evening services after 7pm	148	5%
Maintaining existing Sunday services	72	2%
Maintaining existing community transport services after 5pm	19	1%
Maintaining existing community transport services on a Sunday	12	0.4%
Maintaining the current level of printed publicity	8	0.25%

**Alternative suggestions for making the savings:**

Main themes included:

Using smaller buses (believed more economical)

Investing in improving services and publicity to increase patronage and make them commercially viable

Save in other areas of HCC as bus services are vital

Re-routing (commercial) services to better fit local needs

Introducing a small charge for concessionary pass holders

**Appendix 3: List of organisations (195 responses including those below)**

Abbotts Ann Parish Council

Abbotts Ann Vision

Age Concern Cowplain

Age UK Andover & District

Alderholt Parish Council  
Aldershot College  
Alton Community Hospital  
Alton Line Users Association  
Ampfield Parish Council  
Andover College  
Andover Town Council  
Ashmansworth Parish Council  
Ashurst and Colbury Parish Council  
Badger Farm Parish Council  
Basingstoke & Deane Borough Council  
Basingstoke Area Stroke Support  
Basingstoke Dial-a-Ride  
Beech Parish Council  
Bishop's Sutton Parish Council  
Blackwater and Hawley Town Council  
Bournemouth Borough Council  
Braishfield Parish Council  
Bramdean & Hinton Ampner Parish Council  
Bramshaw Parish Council  
Bramshott and Liphook Parish Council  
Bransgore Parish Council  
Brendoncare Club Hampshire  
Broadway Park Office  
Brockwood Park School  
Buriton Parish Council  
Bursledon Parish Council  
Campaign for Better Transport  
Cheriton Parish Council  
Cherrywood Ward NHW  
Chilworth Residents Committee  
Chineham Parish Council  
Choices Advocacy  
Church Crookham Parish Council  
Civil Service Pensioners Alliance - Gosport North  
Colden common  
Colden Common Community Association  
Community First New Forest  
Crookham Village Parish Council  
Culver and St Michael's Roads Residents' Association  
Curdrige Care Group  
East Hampshire District Council  
Eastleigh Borough & Romsey MENCAP - Active Citizens  
Eastleigh Borough Council  
Emsworth Residents Association

Fareham Borough Council  
Farnborough College of Technology  
Farnham Town Council  
Fawley & District Voluntary Care Group  
Fiske Court, Yateley - managed by Hanover Housing Association  
Fleet and Church Crookham Society  
Four Mark Care  
Froyle Parish Council  
Grayscott Parish Council  
Grayscott Surgery  
Greatham Parish Council  
Greening Fulflood  
Hampshire Chamber of Commerce  
Hampshire County Council and Fareham Borough Council  
Hampshire County Federation of WIs  
Hampshire Supported Employment Service  
Hart District Council  
Hartley Wintney Community Bus  
Hill Head Residents' Association  
Hook Townswomen's' Guild  
Hordle Voluntary Care Group  
Hound Parish Council  
Hursley Parish Council  
Hythe and Dibden Parish Council  
Itchen College, Southampton  
Kings Worthy Parish Council  
Kingsclere Parish Council  
Krishnamum Foundation Trust (Brookwood Park Bramdean)  
L D Day Service  
Leckford Parish Council  
Lindford Parish Council  
Liphook and Liss Surgery  
Liphook Day Centre  
Liphook Over 60's Group  
Liss Parish Council  
Littleton & Harestock Parish Council  
Lloyds Bank (Liphook)  
Longstock Parish Council  
Lyndhurst Bank and Emery Down Residents Association  
Marion's Unisex Hairdressers  
Miss Trudi Bevan  
Netley Marsh Parish Council  
New Forest District Council  
New Forest East Labour Party and New Forest East Constituents  
New Forest West Labour Party (New Milton & Lymington)

New Milton & Barton Residents Association  
New Milton Sands WI  
New Milton Town Council  
North Waltham Parish Council  
Oakley Afternoon W.I.  
Odiham Consolidated Charities - Almshouses in Odiham  
Odiham Parish Council  
Old Alresford  
Old Alresford residents  
Old Basing & Lychpit Parish Council  
One Community  
Open Sight New Milton  
Overton Parish Council  
Owslebury Parish  
Owslebury Parish Council  
Petersfield Hospital  
Petersfield Town Council  
Private user  
Ringwood Town Council  
Romsey & District Society  
Royal Bournemouth & Christchurch Hospitals NHS Foundation Trust  
Royal British Legion (Winchester)  
Rushmoor Voluntary Services  
Shedfield Parish Council  
Sherborne St John Parish Council  
Sherfield Community Care Group  
Shopmobility Basingstoke  
Silchester 'Give and Take'  
Single public user  
South Wonston Parish Council  
Spotlight  
St Peters Church  
St Vincent College  
Stagecoach in Hampshire  
Stanmore Community Association  
Students at Brockwood Park School  
Swanmore Senior Citizen's Club  
Swarraton and Northington WI  
Sway Parish Council  
Tadley & District Citizens Advice Bureau  
Test Valley Borough Council  
Test Valley Community Services  
The Acorn Centre  
The Cafe Project, Brighton Hill - Basingstoke  
The Church on the Green, Rowlands Castle URC

The Labour Group of Councillors, Basingstoke & Deane  
The Stable Family Home Trust  
Twyford Parish Council  
Twyford Road User group  
Unicorn Leisure (Hampshire) Ltd t/a The Vine  
Upper Clatford Parish Council  
Velmore Residents Association  
Visually impaired people form 27 years to 90 years old  
Wallington Village Community Association  
West Berkshire Council  
West End Parish Council  
West Meon Parish Council  
Whitchurch Neighbourcare  
Whitchurch Town Council  
Whitehill Town Council  
Winchester City Council  
Winnall Community Forum  
Winton Community Academy  
Yateley Town Council